



Care Corner Annual Report 2010/2011

Loving & Caring for the Community

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

In Faithful Service

CARE CORNER FAMILY SERVICE CENTRE (QUEENSTOWN)



Care Corner Family Service Centre (Queenstown)

Blk 88 Tanglin Halt Road
#05-01 Singapore 141088
Tel: 6476 1481
qt.fsc@carecorner.org.sg

CARE CORNER FAMILY SERVICE CENTRE (QUEENSTOWN) was registered under the Societies Act in Singapore on 17 November 1995 and registered under the Charities Act on 28 December 1995. 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): S95SS0106A
Registered Address: Block 88 Tanglin Halt Road, #05-01, Singapore 141088
Independent Auditor: Ng, Vun & Company, Certified Public Accountants
Banker: Oversea-Chinese Banking Corporation Ltd
Principal Activities: To provide case management and counselling services to individuals and families in distress, information and referral services for individuals requiring social welfare support, children and youth activities, link social and community organisations, conduct public education and awareness programmes for strengthening family life, as well as develop and manage volunteers to support the society's programmes.

STAFFING

Manager	2
Social Worker	10
Counsellor	6
Programme Personnel (including Social Work Assistant)	7
Administrative Personnel	4
Cleaner/Cook	1
Total	30

Salary Range (\$)	1 to 20,000	20,001 to 40,000	40,001 to 60,000	60,001 to 80,000	Total
No. of Staff	12	9	6	3	30

Note:

1. Mr Michael Ng Choon Chuan has replaced Mr Isaac Koh Poo Huat as Assistant Treasurer of the Society with effect from 21 April 2011.
2. Ms Agnes Chia was promoted from the position of Centre Manager, to Centre Director with effect from 1 July 2011.

PATRON'S MESSAGE



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!

FAMILY SERVICE CENTRE (QUEENSTOWN) MANAGEMENT COMMITTEE

CARE CORNER FAMILY SERVICE CENTRE (QUEENSTOWN)



VICE-PRESIDENT
Daniel Ang Yew Tiong

SECRETARY
Li Hsiao Yuan

TREASURER
Chan Wah Tiong

PRESIDENT
Bernard Fong
Saik Hay

ASSISTANT TREASURER
Michael Ng Choon Chuan

MEMBERS
Leslie Chua Seng Wee
Isabel Ho Teng Ying
Ong-Long Fung
Peter Png Kong Lam
Benjamin Teoh Soon Beng

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



Bernard Fong Saik Hay

It has been a year of growth both in breadth and depth of services, as the Centre moved towards more integration and service specialisation.

Being the oldest town in Singapore, more than half of Queenstown's demography were aged 65 years old and above. Yet, Queenstown's unique positioning also saw regular migration of young, low-income families from other parts of Singapore. The Centre thus customises services that addressed both the psycho-social needs of seniors as well as the social-educational needs of children and adolescents from poorer families.

We are also very encouraged to see more young and old interacting together as an essential part of two of our support services namely senior volunteerism and service learning for the young. In return, this allowed development of more resources and networks that improved clients' family conditions and enhanced community capacities.

FY10/11 also saw the expansion of Project StART, our Family Violence Specialist Programme. The specialist team attended to a myriad of high risk family violence cases from child, spousal, elder abuse and the abuse of the mentally incapacitated. Project StART adopts intensive case management and crisis intervention to the affected parties. We also support families recovering from family violence with longer term rehabilitation in view.

I would like to take this opportunity to thank the staff, Management Committee, for the hard work and passion displayed in this co-labouring effort to bring forth care and love to the community. We thank Jesus for all the blessings and favour!

CENTRE DIRECTOR'S MESSAGE

This year had been a season where the team at Queenstown was faced with both challenges and tremendous breakthroughs and blessings!

Social casework increased by 28% from the previous year. At the same time, the Centre expanded its services to incorporate more reach to families residing within the Queenstown community. The team of professional and para-professional staff achieved a next-level of specialised practice and capabilities as the Centre embarked on asset-based community practice and specialised family violence intervention. Collaborations and partnerships with key community and sector partners like the police, courts, hospitals, faith-based organisations and schools were some of the ongoing developments in community social work the Centre have been engaging in.

Mobilisation of community resources through engagement of corporate partners and philanthropy had been key anchors as well, where donations in cash or in kind had been solicited and matched to the many low-income families seen by the Centre. This was done through the 'Help-A-Child' Scheme, 'ONE Event', and the 'Food from the Heart' bread distribution programme.

Our greatest wish is to create more social mobility among the low-income residents through ongoing programmes and various new initiatives. We hope our services can assist families and communities build capacities and assets. I would like to extend my sincere appreciation to the staff at the Centre, the Management Committee, as well as the many stakeholders who have partnered with us with so much enthusiasm in making our outreach at Queenstown such a meaningful one. We thank God for making this journey a fruitful and significant one!



Agnes Chia

SUMMARY OF BENEFICIARIES

COMMUNITY OUTREACH BY CARE CORNER

	BENEFICIARIES	VOLUNTEERS
Care Corner Singapore Ltd: CCSS and Children's Bursary	551	55
Care Corner Counselling Centre	24,052	145
Care Link	323	25
*Care Corner Family Service Centres (FSCAM, FSCQT, FSCTP & FSCWL)	34,112	320
Care Corner - Teck Ghee Youth Centre	802	50
TOTAL OUTREACH	59,840	595

*CARE CORNER FAMILY SERVICE CENTRES

		FSCAM	FSCQT	FSCTP	FSCWL	TOTAL
Direct Clients	Casework & Counselling	1,405	905	798	1,123	4,231
	Information & Referral	1,106	1,398	983	810	4,297
	Children Programme	21	58	45	150	274
	Youth Programme	78	74	25	61	238
	Elderly Programme	0	121	478	0	599
	Destitute Programme	0	0	415	0	415
	Prison Family Programme	0	0	0	651	651
	Education Therapy Service	0	0	0	538	538
	New Rainbow Support Group	0	30	0	0	30
	Free Legal Consultation	0	0	16	35	51
	Sub Total	2,610	2,586	2,760	3,368	11,324
Indirect Clients	Casework & Counselling	1,405	726	798	1,123	4,052
	Children Programme	21	58	45	150	274
	Youth Programme	78	25	25	628	756
	Elderly Programme	0	121	478	0	599
	New Rainbow Support Group	0	15	0	0	15
	Sub Total	1,504	945	1,346	1,901	5,696
Public Education	Family Life Education	0	10	319	127	456
	Community Outreach Programme	1,300	4,865	7,962	2,509	16,636
	Sub Total	1,300	4,875	8,281	2,636	17,092
	Total	5,414	8,406	12,387	7,905	34,112

NO. OF ACTIVE FSC VOLUNTEERS

	FSCAM	FSCQT	FSCTP	FSCWL	TOTAL
Active Volunteers Involved	83	119	76	42	320

ABBREVIATION

FSCAM: Care Corner Family Service Centre (Admiralty)

FSCTP : Care Corner Family Service Centre (Toa Payoh)

FSCQT : Care Corner Family Service Centre (Queenstown)

FSCWL : Care Corner Family Service Centre (Woodlands)

CASEWORK & COUNSELLING REPORT

TOTAL NO. OF FSC CASES	NO. OF CASES				TOTAL
	FSCAM	FSCQT	FSCTP	FSCWL	
Cases Brought Forward from FY2009/2010	742	465	460	613	2,280
New Cases Opened	663	440	338	510	1,951
Total FSC Cases in FY2010/2011	1,405	905	798	1,123	4,231
Closed Cases	561	297	262	541	1,661
Cases Carried Forward to FY2011/2012	844	608	536	582	2,570



SOURCE OF REFERRALS	NO. OF CASES				
	FSCAM	FSCQT	FSCTP	FSCWL	TOTAL
Personal Contacts	231	158	75	130	594
Other FSCs/VWOs	67	55	58	78	258
Community Development Councils	28	30	57	71	186
Ministry of Community Development, Youth and Sports	45	63	39	19	166
Police	107	25	5	24	161
Education Institutions	85	7	8	21	121
Grassroots Organisations	33	3	35	23	94
Health Facilities	19	33	12	20	84
Other Government Organisations	14	10	19	24	67
Media	10	8	2	18	38
Courts	3	6	1	17	27
National Council of Social Service	7	3	2	10	22
Religious/Clan Organisation & Help Groups	7	5	1	5	18
Others	7	34	24	50	115
Total	663	440	338	510	1,951

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TOP 5 PRESENTING ISSUES at Care Corner FSCs

Casework & Counselling

TOP	Care Corner FSC (Admiralty)	Care Corner FSC (Queenstown)	Care Corner FSC (Toa Payoh)	Care Corner FSC (Woodlands)	TOTAL Care Corner FSCs
1	Financial Issues 32%	Financial Issues 29%	Financial Issues 70%	Financial Issues 44%	Financial Issues 41%
2	Juvenile Delinquency (GP/BPC) 13%	Family Violence (Specialist – 'Project StART') 21%	Family Violence (Mandatory) 8%	Housing/Shelter 14%	Marital Issues 7%
3	Enhanced STEP-UP 11%	Marital Issues 10%	Housing/Shelter 7%	Healthy Start Programme 8%	Housing/Shelter 6%
4	Parenting/Child Management 11%	Family Violence (Mandatory) 10%	Parenting/Child Management 7%	Marital Issues 6%	Parenting/Child Management 6%
5	Marital Issues 9%	Family Conflict 6%	Marital Issues 3%	Family Violence (Non-Mandatory) 5%	Family Violence (Mandatory) 6%

NO. OF CASES

PRESENTING ISSUES	FSCAM	FSCQT	FSCTP	FSCWL	TOTAL
Financial	211	128	235	226	800
Marital	57	44	9	30	140
Housing/Shelter	16	14	23	71	124
Parenting/Child Management	70	9	23	21	123
Family Violence (Mandatory)	34	44	26	10	114
Family Violence (Specialist 'Project StART')	0	94	0	0	94
Juvenile Delinquency (GP/BPC)	84	0	0	0	84
Family Violence (Non-Mandatory)	27	21	6	27	81
Enhanced STEP-UP (A & B)	73	0	0	0	73
Family Conflict	17	25	5	20	67
Mental Health	33	11	1	11	56
Interpersonal	19	19	5	9	52
Healthy Start Programme	0	0	0	43	43
Youth	12	3	2	20	37
Elderly	4	12	2	10	28
Employment/Career	2	4	0	6	12
Health	0	4	0	1	5
School	0	3	0	0	3
Others	4	5	1	5	15
Total	663	440	338	510	1,951

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CASEWORK & COUNSELLING REPORT (Continued)

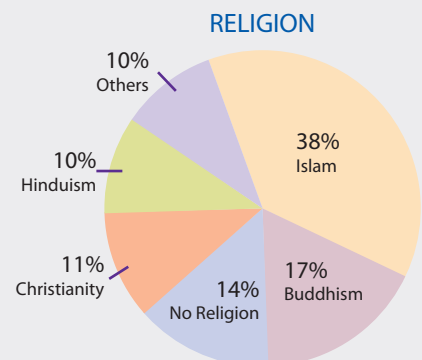
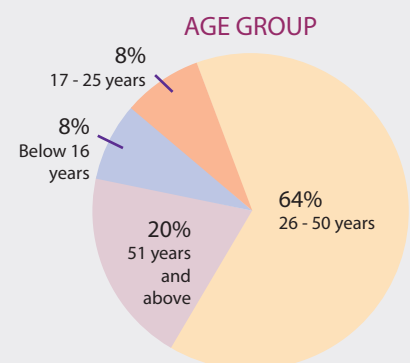
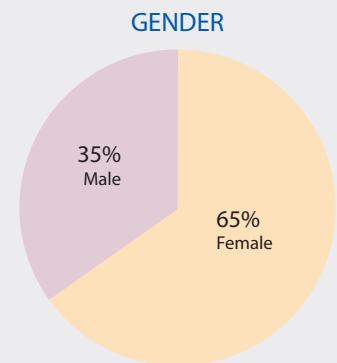
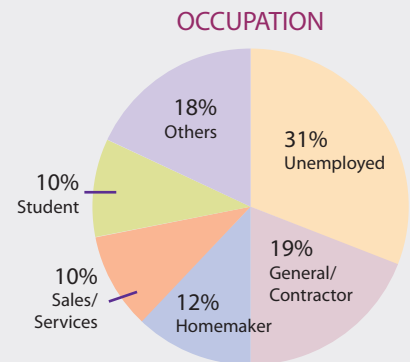
CLIENT DEMOGRAPHICS

OCCUPATION	NO. OF CASES				TOTAL
	FSCAM	FSCQT	FSTCP	FSCWL	
Unemployed	140	116	172	176	604
General/Contractor	97	64	85	127	373
Homemaker	77	64	23	73	237
Sales/Services	83	58	20	34	195
Student	160	17	5	11	193
Professional/Executive	54	47	15	32	148
Administrative/Clerical	36	21	8	26	91
Retiree	3	22	7	5	37
Self-employed	8	1	3	9	21
Production	2	2	0	14	18
National Service	2	0	0	1	3
Others	1	28	0	2	31
TOTAL	663	440	338	510	1,951

GENDER	NO. OF CASES				TOTAL
	FSCAM	FSCQT	FSTCP	FSCWL	
Female	425	278	215	347	1,265
Male	238	162	123	163	686
TOTAL	663	440	338	510	1,951

AGE GROUP	NO. OF CASES				TOTAL
	FSCAM	FSCQT	FSTCP	FSCWL	
Below 16 years	151	9	1	1	162
17 - 25 years	55	24	22	57	158
26 - 50 years	400	272	215	357	1,244
51 years and above	57	135	100	95	387
TOTAL	663	440	338	510	1,951

RELIGION	NO. OF CASES				TOTAL
	FSCAM	FSCQT	FSTCP	FSCWL	
Islam	272	127	135	216	750
Buddhism	126	81	36	95	338
No Religion	104	70	58	42	274
Christianity	53	65	42	38	198
Hinduism	52	52	48	39	191
Taoism	33	13	5	24	75
Catholicism	12	28	12	9	61
Others	11	4	2	47	64
TOTAL	663	440	338	510	1,951

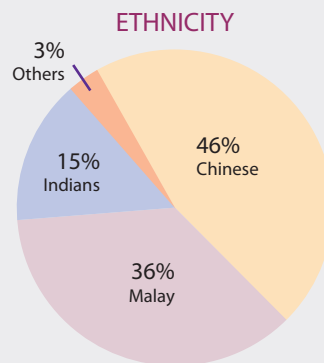


ABBREVIATION

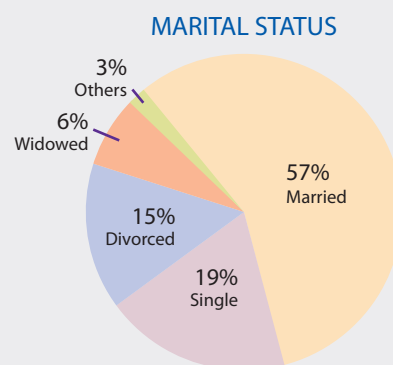
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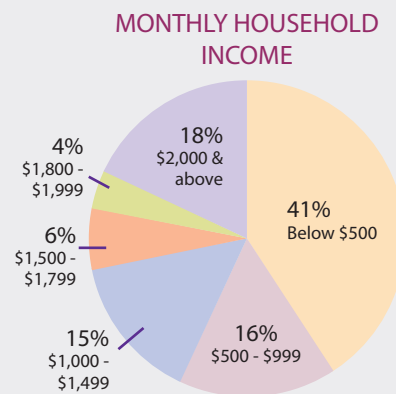
ETHNICITY	NO. OF CASES				TOTAL
	FSCAM	FSCQT	FSCTP	FSCWL	
Chinese	320	228	133	223	904
Malay	251	115	124	208	698
Indians	77	73	76	70	296
Others	15	24	5	9	53
TOTAL	663	440	338	510	1,951



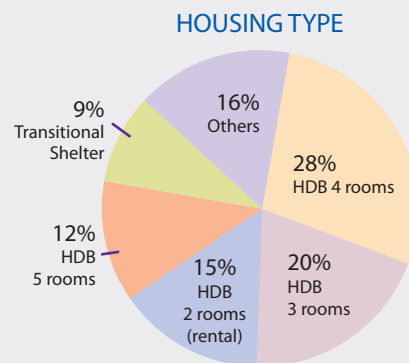
MARITAL STATUS	NO. OF CASES				TOTAL
	FSCAM	FSCQT	FSCTP	FSCWL	
Married	350	267	188	299	1,104
Single	204	79	32	63	378
Divorced	68	55	81	91	295
Widowed	19	25	24	41	109
Separated	22	11	11	16	60
Cohabiting	0	3	2	0	5
TOTAL	663	440	338	510	1,951



MONTHLY HOUSEHOLD INCOME	NO. OF CASES				TOTAL
	FSCAM	FSCQT	FSCTP	FSCWL	
Below \$500	113	223	166	301	803
\$500 - \$999	93	60	57	93	303
\$1,000 - \$1,499	119	45	64	65	293
\$1,500 - \$1,799	66	17	14	23	120
\$1,800 - \$1,999	44	15	9	2	70
\$2,000 - \$2,499	46	8	8	7	69
\$2,500 - \$2,999	40	25	5	8	78
\$3,000 - \$3,999	55	25	14	11	105
\$4,000 and above	87	22	1	0	110
TOTAL	663	440	338	510	1,951



HOUSING TYPE	NO. OF CASES				TOTAL
	FSCAM	FSCQT	FSCTP	FSCWL	
HDB 1 room (rental)	37	24	36	42	139
HDB 2 rooms (rental)	41	96	141	7	285
HDB 3 rooms	44	162	60	124	390
HDB 4 rooms	344	41	40	127	552
HDB 5 rooms	123	34	6	65	228
HDB Executive Apartment	16	6	2	1	25
Condominium	18	13	1	5	37
Landed Property	1	8	1	3	13
Transitional Shelter	37	17	42	71	167
Homeless	1	4	0	0	5
Others	1	35	9	65	110
TOTAL	663	440	338	510	1,951




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INFORMATION & REFERRAL REPORT

OUTCOME	NO. OF CASES				TOTAL
	FSCAM	FSCQT	FSCTP	FSCWL	
Linked to Appropriate Services in a Timely Manner	830	535	443	704	2,512
Information Given Only	272	798	470	44	1,584
Referred Out	4	65	70	62	201
Total	1,106	1,398	983	810	4,297



SOURCE OF REFERRALS	NO. OF CASES				TOTAL
	FSCAM	FSCQT	FSCTP	FSCWL	
Personal Contacts	539	626	300	225	1,690
Other FSCs/VWOs	131	124	137	119	511
Police	103	106	50	67	326
Community Development Councils	74	48	78	104	304
Media	22	142	49	50	263
Grassroots Organisations	73	10	92	35	210
Education Institutions	35	57	27	31	150
Ministry of Community Development, Youth and Sports	18	73	31	28	150
Other Government Organisations	50	15	0	57	122
Health Facilities	21	47	20	24	112
Religious/Clan Organisations & Help Groups	7	14	14	22	57
National Council of Social Service	16	9	5	22	52
Courts	5	15	14	16	50
Others	12	112	166	10	300
Total	1,106	1,398	983	810	4,297

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TOP 5 PRESENTING ISSUES at Care Corner FSCs

Information & Referral

TOP	Care Corner FSC (Admiralty)	Care Corner FSC (Queenstown)	Care Corner FSC (Toa Payoh)	Care Corner FSC (Woodlands)	TOTAL Care Corner FSCs
1	Financial Issues 40%	Financial Issues 20%	Financial Issues 46%	Financial Issues 43%	Financial Issues 35%
2	Family Violence (Non-Mandatory) 11%	Volunteering 13%	Housing/Shelter 10%	Housing/Shelter 14%	Family Violence (Non-Mandatory) 10%
3	Parenting/Child Management 10%	Family Violence (Non-Mandatory) 13%	Marital Issues 8%	Family Violence (Non-Mandatory) 10%	Marital Issues 9%
4	Marital Issues 10%	Marital Issues 10%	Parenting/Child Management 7%	Marital Issues 8%	Housing/Shelter 7%
5	Interpersonal Issues 7%	Community Resources/Social Services 9%	Centre's Services/Activities 5%	Parenting/Child Management 5%	Parenting/Child Management 6%

NO. OF CASES

PRESENTING ISSUES	FSCAM	FSCQT	FSCPT	FSCWL	TOTAL
Financial	441	283	448	352	1,524
Family Violence (Non-Mandatory)	117	177	41	80	415
Marital	106	140	74	67	387
Housing/Shelter	63	38	98	112	311
Parenting/Child Management	111	34	68	42	255
Volunteering	21	186	4	0	211
Family Conflict	40	77	48	42	207
Interpersonal	82	50	45	19	196
Community Resources/Social Services	3	119	28	3	153
Centre's Services/Activities	14	51	52	0	117
Youth	21	26	12	41	100
Mental Health	36	31	10	20	97
Elderly	10	39	30	13	92
Marriage Preparation Programme	0	43	0	0	43
Family Violence (Mandatory)	0	32	3	0	35
Employment/Career	5	15	9	6	35
Health	1	13	13	2	29
School	0	7	0	3	10
Others	35	37	0	8	80
Total	1,106	1,398	983	810	4,297

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PROGRAMMES & SERVICES

Casework & Counselling

In all, 905 clients were served in FY10/11 which was a 28% increase from the year before. For new cases, Financial cases (29%) continued to form the bulk of presenting issues, although there was a 9% decrease from FY09/10. The second highest presenting issue was Family Violence ('FV') cases (21%) that was related to the Centre's FV specialist service. Personal Contacts (36%) again formed the main source of referrals.

Community Development and Organisation ('CDO')

Enhanced Information and Referral ('I&R') was administered through the CDO unit of the Centre. There were 1,398 I&R cases for FY10/11 which was an increase of 11% from the previous year. The main presenting issues were Financial (20%), and Volunteering enquiries (13%), followed by Family Violence (Non-mandatory) (13%) enquiries. Follow-up was provided to every caller two weeks after each call, ensuring that callers received the services required.

The CDO also provided continued *outreach and networking* through community mapping and enhanced community strengths by sourcing out weak and strong community clusters within the service area that ranged from Dover, Buona Vista, Commonwealth, to Queenstown.

Regular networking meetings and collaborations held with governmental stakeholders and community partners developed stronger referral systems. Bi-yearly community events provided community intervention and increased community cohesion. These community partners included: faith-based organisations, health care facilities, schools, grassroots organisations, North West Community Development Council ('CDC'), South West CDC, Central

Singapore CDC, HDB Branch Office, Town Councils, social service agencies, hawkers and shop owners. Regular roadshows were also conducted to promote corporate philanthropy, which was then matched with the Help-A-Child financial aid scheme.

Volunteer Management and Development

Volunteers have been an invaluable human resource ensuring the smooth delivery of the Centre's programmes and services. To enhance the mobilisation of such human resources, Volunteer Management has been subsumed under the Centre's CDO (above) since January 2011. This has led to better synergy with the various programmes, which needed volunteer support.

Successful partnerships with educational institutions included: Singapore Polytechnic (BP Mentoring Club), National Institute of Education, Ngee Ann Polytechnic, Anglo Chinese Junior College and National Junior College. A collaboration with a faith-based organisation resulted in the Home Improvement Project ('HIP'), where volunteers improved the home environments of beneficiaries through cleaning and repairing jobs. Ad-hoc volunteers have participated in community outreach and door-knocking exercises.



Positive Behaviour Changes

Andrew (not his real name) came from a single-parent family. His father was incarcerated, which left his mother to provide for him and his older sister. Due to long working hours, Andrew's mother was not able to supervise him and he was often left on his own.

When Andrew first attended Kidstart!, he displayed challenging behavioural traits such as not listening to instructions given by the staff and volunteers. He also had a tendency to bully other children. With the firm and caring encouragement rendered to him, Andrew began to show positive changes in his behaviour. He learnt to apologise when he made a mistake and began to show respect to staff and volunteers. The programme has helped Andrew learn skills to cope more effectively despite coming from a disadvantaged background.

Various Assistance and Activities in FY10/11

- 317 students received School Pocket Money Fund;
- 259 received bread and pastries from the 'Food from the Heart' project;
- 128 received aid from the Poor & Needy Fund;
- 121 seniors joined our Elderly programme;
- 74 youths participated in W.A.Y. Youth programme;
- 30 people took part in the New Rainbow Programme;
- 10 children were aided through the Help-A-Child scheme; and
- 10 people joined the Marriage Preparation Programme for couples.

Care Corner Project StART

From an initial pilot run which began in November 2009, the Centre's Family Violence ('FV') specialist programme soon morphed into the 3rd FV specialist centre in Singapore, having been formally appointed on 1 January 2011 by MCYS. Comprising trained social workers, counsellors and programme executives, the FV team underwent various courses and seminars deepening their knowledge in FV work, particularly family law and protection. Working closely with MCYS, Singapore Police Force, Singapore Prison Service, crisis shelters, family and community courts, and other social service agencies, the Centre provided necessary assistance to victims of violence, as well as helped perpetrators of violence learn new ways of coping with stress and conflict issues. The many helping hands approach was adopted to systematically link clients to relevant services, in order to form an integrated care plan for them. Clients were also able to apply for Personal Protection Order ('PPO') via video link facilities to the Centre.

Named as 'Care Corner Project StART' with StART being an acronym for 'Stop Abusive Relationships Together', this specialist service covers the western and southern regions in Singapore, and had provided assistance to 113 beneficiaries.



Academically Motivated with Career Aspirations

Julie (not her real name) was introduced by her aunt to join the Youth Programme 'W.A.Y.' about a year ago. Upon joining, she was enthusiastic in meeting and making new friends. She enjoyed activities such as cycling at East Coast Park, BBQ sessions, and Christmas celebration, and even invited three of her friends to these gatherings.

Through 'Project Reach'- a mentoring cum tuition programme under W.A.Y., her academic results improved significantly. For her Science subject, Julie scored a B-grade, which was an improvement from a previous D-grade. Through the interaction with her Mentor, Julie gained more information and was able to explore possible future career choices. Motivated to do well academically, she now aspires to pursue a career in the healthcare industry.

Over the past one year, Julie has shown marked improvement in her communication with her peers. She has taken initiative to show care and concern for those around her. Since she has displayed a good sense of responsibility, Julie has been entrusted to take charge of the attendance-taking for Project Reach.



KIDSTART! (Children's Programme)

Through providing meaningful and structured holiday activities ('Getaway'), Tuition-Mentoring sessions ('Urbanbees'), and learning through fun activities ('Alpha-Zee Club'), a total of 58 children benefitted from the Kidstart! Programme. The children aged 8 to 11 years old, were from low-income families, and who were

below average in their academic studies. In addition to empowering the children to persevere in their problem-solving skills, Kidstart! also saw the children show increased courage in exploring new activities to improve learning, and become more motivated to do well in their studies. Children were also trained in character development and equipped with essential life skills.

W.A.Y. ('We Are Youth' - Youth Programme)

The W.A.Y. Programme continued its objectives to improve youth's academic performance and motivation to study with the aid of volunteer mentors ('Project REACH'), to develop their self-esteem, confidence and to pursue healthy interests ('Project SHINE'), and to keep them off the streets where they could have mixed with undesirable company and be exposed to socially undesirable activities ('Chill Out Cabin', a drop-in programme). A total of 74 youths aged 12 to 17 participated in W.A.Y.

In collaborating with a group of Singapore Polytechnic students working on a Youth Expedition Project, the youths were given the opportunity to discover their attributes and leadership skills through fun activities, and even attended the RoboCup 2010 held at Suntec City, Convention Hall.

Together with a team of researchers from the Learning Science Lab at the National Institute of Education, the youths also recorded and produced 10 digital stories of their hobbies and activities through the programme, Youth Tell. These digital stories were shown to the parents and the rest of the youths during the Family Day Event.



Theft Intervention Programme

This programme catered to youths who had been charged by the juvenile court for committing petty crimes, such as shoplifting, and subsequently referred to the Centre. Through case management, family counselling, workshops and parental involvement, 9 youths were rehabilitated.



Care Connection and Elderly Drop-in Services

The Care Connection programme promoted active ageing, reached out to high-risk, vulnerable seniors within the Centre's service boundary, and engaged them in psycho-social and social-recreational activities such as morning exercises, English and singing lessons, through 'Club 88' and its drop-in services. Staff actively identified vulnerable seniors through door-knocking outreach efforts, befriending activities, home visits, and managed the Alert-Alarm system for elderly residents of the Centre's block.

In encouraging members to be active participants and to give back to the community, the seniors performed in a road show to Dover Road residents, sang to beneficiaries of St John's - St Margaret's Church, and also helped garner public donations during the Care Corner - Teck Ghee flag day event. Twenty-one of the volunteers who assisted in the drop-in services were seniors themselves. These volunteers formed the eyes and ears of the community as they would highlight to the Centre, any senior who was in need of attention. In all, 121 elderly benefitted from this programme's outreach and activities.

New Rainbow Support Group

This programme provided an opportunity for people whose spouses had engaged in extramarital affairs, face the crisis in their

Finding Companionship and Laughter

Mr Wong stayed alone and had little friends when he first moved from his previous place at Clementi. Reluctant to join the Centre's activities, he only started to drop-in after staff repeatedly engaged him during a period of hospitalisation. He soon became one of the most active members in Club 88, dropping-in daily without fail unless he had medical appointments. He enjoyed the karaoke, singing lessons, and Rummy amongst other activities.

It has been two years since Mr Wong first joined Club 88. His petite frame and easy-going nature has endeared him to other members and volunteers. He has enjoyed the laughter and companionship, and the activities which keep him constructively occupied and connected to the community. He shared that he is glad the other members, volunteers and staff alike, "are nice and take care of him".

relationships, heal from emotional scars, thereby enabling them to move forward in making choices for recovery and new growth. In FY10/11, 30 participants joined in the group therapy sessions.

DISCLOSURE REPORT

The Statement of Accounts were authorised for issue on 11 July 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.

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)	1,110,793	1,063,737	4%
Restricted / Designated Funds:	243,977	149,405	63%
- Asset Capitalisation Reserve	141,352	98,665	43%
- Building Fund	6,416	6,416	0%
- Designated Project Fund	0	1,050	-100%
- Poor & Needy Fund	50,394	1,314	3,735%
- School Pocket Money Fund	45,815	41,960	9%
TOTAL FUNDS <i>(Includes unrestricted, restricted / designated funds)</i>	1,354,770	1,213,142	12%
Ratio of Reserves to Annual Operating Expenditure	0.8	1.1	

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	83,190	48,850
IT expenses	1,375	1,326
Staff training expense	-	96

Key management compensation

Key personnel compensation (included in Employee Benefits - Note 16)	90,170	58,035
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IT expense relates to fees paid to a company in which a management committee member of the Society has an interest.

4. CHARITY'S ASSETS

Passenger van plate no. PA8275B:

Purchased in 2008 to ferry clients and equipment, to and from locations for mobile programmes, community outreach, as well as to collect food rations and other donated items for poor & needy clients.

5. 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 CORNER FAMILY SERVICE CENTRE (QUEENSTOWN)

DONORS

SUPPORT IN CASH

\$10,000 and above

- Anonymous Donor

\$1,000 to \$4,999

- Goh Boon Kiat
- Mak Jung-I Ian
- Quark Kok Sin David

\$500 to \$999

- How Siang Meng
- Lim Yue-Li
- Teh Ah Lek

\$100 to \$499

- Cheng Meng Chow Dennis
- Goh Geok Hong
- Lee Gay Hong
- Lee Siew Tin
- Leow Cheng Kway
- Phua Chai Hoon
- Shiu Soo Fang
- Sim Pheng Boon
- The little flower at the end of the Rainbow
- Anonymous Donor

SUPPORT IN KIND

ORGANISATION/CORPORATION

- Boys' Brigade
- Food from the Heart Ltd
- Housing Development Board
- Ministry of Community Development, Youth and Sports, Charities Unit

COMMUNITY/EDUCATIONAL INSTITUTION

- North West Community Development Council
- The Boys' Brigade Sharity Gift Box

INDIVIDUAL

- Siew Kim Lee
- Stephanie Tan

VOLUNTEERS

ORGANISATION/CORPORATION

- Answering the Cry of the Poor (ANCOP)
- Food from the Heart Ltd

COMMUNITY/EDUCATIONAL INSTITUTION

- Anderson Secondary School
- Anglo Chinese Junior College
- Chung Cheng High School
- Hwa Chong Institution
- National Junior College
- Ngee Ann Polytechnic
- River Valley High School
- Singapore Polytechnic
- Victoria Junior College

ELDERLY DROP-IN CENTRE PROGRAMME

- Ang Meow Kiang
- Boey Fong Peng
- Chang Mew Ling
- Chen Yong Fang
- Dorothy Gan
- Elaine Tay
- Goonetilleke Nita Beatrice
- Joyce Ng
- Lee Tang Lai
- Lim Kim Moi
- Loo Choon Eng
- Meville Yap
- Nancy Tong Gee Tuan
- Pek Hoe Tiong
- Soh Siew Guat
- Tan Peck Lian
- Tay Keng
- Tee Tong Hua
- Yip Meng Chee

CHILDREN & YOUTH PROGRAMME

- Annabell Ou Yong Wai Leng
- Benjamin Lee Mun Siong
- Chen Junlong
- Chia Sze Boon
- Chin Hui Min
- Chin Thy Thy
- Chong Poh Khee
- Choo Cui Ling
- Choo Wei Kim
- Cindy Chong
- Derrick Lim Shan Yuan
- Esther Ng Pei Xian

- Farheen Admed
- Gwendolyn Hew
- Hilary Goh
- Ho Li Yen
- How Sye Wai
- Cheng You De Terence
- Choe Hui Ling Jeannette
- Eunice Lee Jiayi
- Ho Wing Foo
- Jesslyn Yim Miao Xin
- Joanne Chan
- Kam Jialin Sherryn
- Kerri Heng Yi Ping
- Koh Teck Wee Martin
- Lee Wei Yang, Dexter
- Li Deyun
- Lim Chin Yeang Jeannie
- Lim Shi Yan
- Lin Ying, Jill
- Ling Jai Yi
- Loh Yi Mei
- Low Hock Yam
- Low Zheng Hua
- Luqman Hakim Bin Muhd Arshad
- Masturah Bte Abdul Aziz
- Matthew Wheelwright
- Meaghan See
- Meetra Seyher Rajoo
- Michelle Marcos Alejandrino
- Muhammad Haikal Bin Mohd Sallehen
- Nathanie Erskine
- Ng Chu Quan
- Nor Fazlida Bte Mohd Affandi
- Nur A'tikah Bte Md Ali
- Nur Artika Binte Arshad
- Nur Hafizah Binte Agil
- Nur Syazwani Binte Mohamed Salim
- Nuratiqah Adawiyah Bte Md Noor
- Nurul Aisyah Binte Yussof
- Ong Fong Yee
- Ong Zhen Hui
- Pang Ning Ning
- Pearlyn Sin Jia Li
- Png Mei Chee
- Poh Si Lin
- Sally Lee
- Sandy Tay Bee Hong
- Sarah Duncan
- Siti Nur Rashidah
- Suzana Lee
- Tan Shu Ping Sandra
- Tan Shu Qiang
- Tan Wei Hao

- Tan Zhi Wei
- Teo Hui Min Abigial
- Teow Wan Qin
- Thng Jian Wei
- Toh Shao Ying
- Valerie Chua Hu Er
- Veonice Au
- Vincent Tan Wei Xiang
- Wang Jingyi
- Wayne Tan
- Wong Chun Shyuan Sharlene
- Yee Tuck Meng
- Yim Miao Xin Jesslyn
- Yit Jian Liang
- Ysa
- Yu Yisheng

AD-HOC ACTIVITIES

- Alvin Poon
- Alwyn Wee

- Amelia Phua
- Azhar Razin Sulaimi
- Boon JiaMin
- Chua JiaHao
- Darrel Lim
- Desmond Du
- Elgin Tan Shu An
- Gan Chun Yew
- Gary Lee
- Henry Hermawan
- Jackson Toh
- Jason Mok Wei Min
- Jasper Loh Yong Lun
- Jayrajs/O Jogindar Perasat
- Jin Xin Er Frances
- Joseph Gan
- Kaeden Tan Han Soon
- Kwoh Mun Teng
- Larry Teo
- Le Nghia

- Leong Kit Fei
 - Lim Jun Hong
 - Low Yao Cong
 - Michelle Anne Lim
 - Muhammad Hafiz Yufiz Yusri Bin Abdul Rahim
 - Muhammad Rusyaidee Bin Rasdeen
 - Nguyen Trung Kien
 - Niesa Bte Osman
 - Pang Si Lian
 - Pang Si Xian
 - Phyllis Beh
 - Rebecca Lim Jing
 - Ricky Kennedy
 - Shanice Bek
 - Tan Pei Ling
 - Tran Phuong Thao
-

"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."

ADMINISTRATION OFFICE

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Singapore 536200
Tel: 6250 6813 Fax: 6288 6833
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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
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Tel: 6366 1129 Fax: 6258 9634
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Care Corner Student Care Centre
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Care Corner Student Care Centre
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CHILD CARE SERVICES

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Care Corner Child Development Centre
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Care Corner Child Development Centre
(Leng Kee)
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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
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Care Corner Seniors Activity Centre (TP5)
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Care Corner Seniors Activity Centre (TP170)
Tel: 63527930 Fax: 6352 7938
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Care Corner Social Day Care for the Elderly
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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)
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ywap@carecorner.org.sg

EDUCATIONAL THERAPY SERVICE

Care Corner Educational Therapy Service
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ets@carecorner.org.sg

TRAINING CENTRE

Care Corner Training Association
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For general enquiries e-mail: ccs@carecorner.org.sg

Counselling Hotline (Mandarin)

1800-3535-800

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