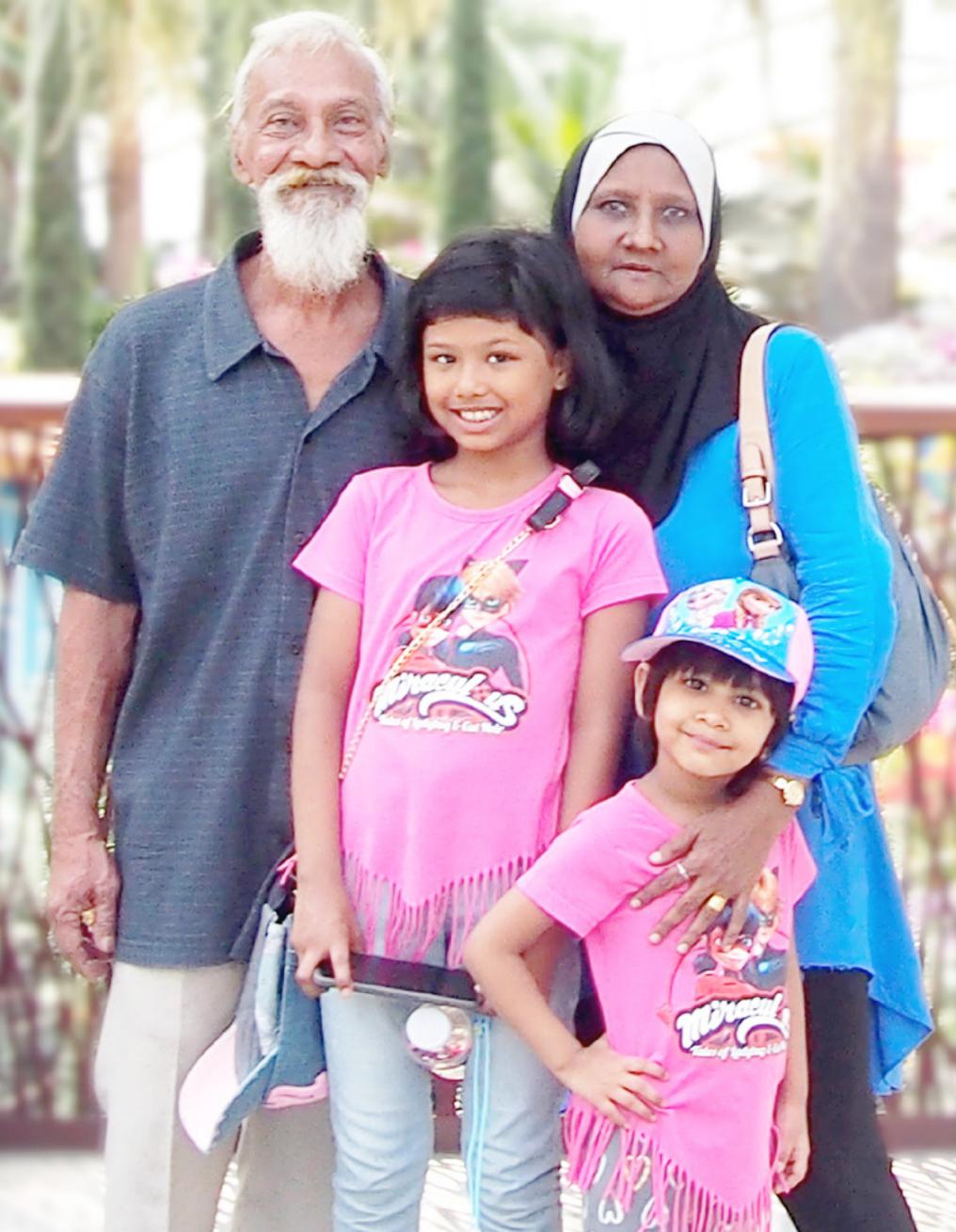




天友社区服务中心

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**STEWARDSHIP  
REPORT  
2017**



# vision

To see effective functioning of individuals and families

# mission

To build resilience and empower individuals and families

## VALUES

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### F aithfulness

Accuracy, Dependability, Commitment

### I ntegrity

Truthfulness, Honesty, Uprightness

### L ove

Friendship, Care and Concern

### O penness

Transparency, Frankness and Sincerity

### S ervanthood

Serving, Helping, Benefitting others

## SERVICES

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### F amily Life Services

Strengthening Marital and Parent-Child Relationship

### A ssistance & Referral Services

Helping in a time of need

### C hildren & Youth Services

Building Resilience and Character

### E lderly Services

Integrating Health and Social Care

**BUILDING STRONGER  
COMMUNITIES, TOGETHER**

# A Word From Chairman

“ Filos Community Services has seen different kinds of challenges over the past 14 years. Through these challenges, we have grown in our capacity and competencies to better serve the community.

The early years saw us grappling with the basic questions of who we should be serving, what we should be doing, where our services should be located at and how we should be helping our beneficiaries. We served then with a huge driving motivation to be able to make a difference to those who are vulnerable in our society, to be able to inspire them and others as well as to find their place in life.

Today we have crystallised our mission and vision – to build resilience and to empower individuals and families. We have discovered our strengths and our strategies. We have brought focus to the community we want to serve in – the residents at Kembangan Chai Chee(KCC). We have developed partnerships with different organisations

and stakeholders in the KCC community and together with them, we strive to make KCC a place where all residents, young and old can experience ‘community’.

Some of the key programmes that were started in 2017 include:

- **Parent Plus Children’s Programme training** – we are bringing in this evidence based parenting programme as a key item in our Family Life Services.
- **Community Resource Engagement and Support Team** – this new service provides links for those with mental health conditions to relevant support networks and services.
- **Eldersitter Programme** – our Active Minds programme transited into the Eldersitter programme, a home based intervention programme aimed at providing mental stimulation for seniors with dementia.

As we look to the future, Filos hopes to build our capabilities organisationally to strengthen our volunteer management

processes, risk management and human resource practices. With our expanding services to the community, we are also in the midst of building our second centre that will be located at Blk 55 Chai Chee Drive.

We are thankful for the faithful support of our donors, sponsors, corporate partners, schools, institutions as well as dedicated staff and volunteers for all their collaborations with us to serve our clients and beneficiaries. We look forward to all your continued partnerships to build stronger communities, together.



**Mr Allan Wong Ann Ming**  
Chairman  
Filos Community Services

# Family Life Services

STRENGTHENING MARITAL AND PARENT-CHILD RELATIONSHIPS

**27**  
Events over 26.5 hours of parenting talks/workshops



**852**  
individuals reached through Family Life Education Programmes

**15**  
I See I Do talks





It was a great overseas learning journey in Ireland with Parents Plus. I am looking forward to see many families back in Singapore who will benefit through this parenting programme. It will definitely help parents to improve their relationships with their children using evidence-based skills and knowledge promoting positive behaviour in them

**YAYAH, COUNSELLOR, FILOS COMMUNITY SERVICES**

## PARENTS PLUS

The Parents Plus Programmes are evidence-based parenting courses designed to support and empower parents to manage and solve discipline problems, to create satisfying and enjoyable family relationships and to help children and young people grow up and reach their full potential.

The Parents Plus Programmes are delivered as structured courses with small groups of parents utilising DVD inputs, handouts, group exercises and homework to achieve learning objectives.

The Parents Plus Programmes have been developed in close partnership with Irish parents and children. The programme uniquely combines a social learning model with a solution-focused preventive framework that encourages and empowers parents and children to 'take charge' and make positive changes in their relationships with each other.

In 2017, Filos sent two trainers to attend the Parents Plus Children's Programme training in Ireland. They also visited Daughters of Charities and Archways in Dublin to learn more about evidence-based parenting programmes. The learning will be applied to the evidence-based parenting programmes that Filos hopes to develop to better serve families in the community.

# Assistance & Referral Service

HELPING IN A TIME OF NEED

Besides offering economic relief to needy individuals and families through bread distribution, bursaries/scholarships, subsidised children's tuition and blessing projects, Filos also provides counselling, information and referral services to link clients to government, private or community-based agencies specialised in meeting their needs.



**29**  
Counselling & coaching cases



**150**  
Received a monthly distribution of bread



**81**  
Visits made to needy families



**98**  
Occasions where individuals/families were helped in kind (groceries/diapers/vouchers)



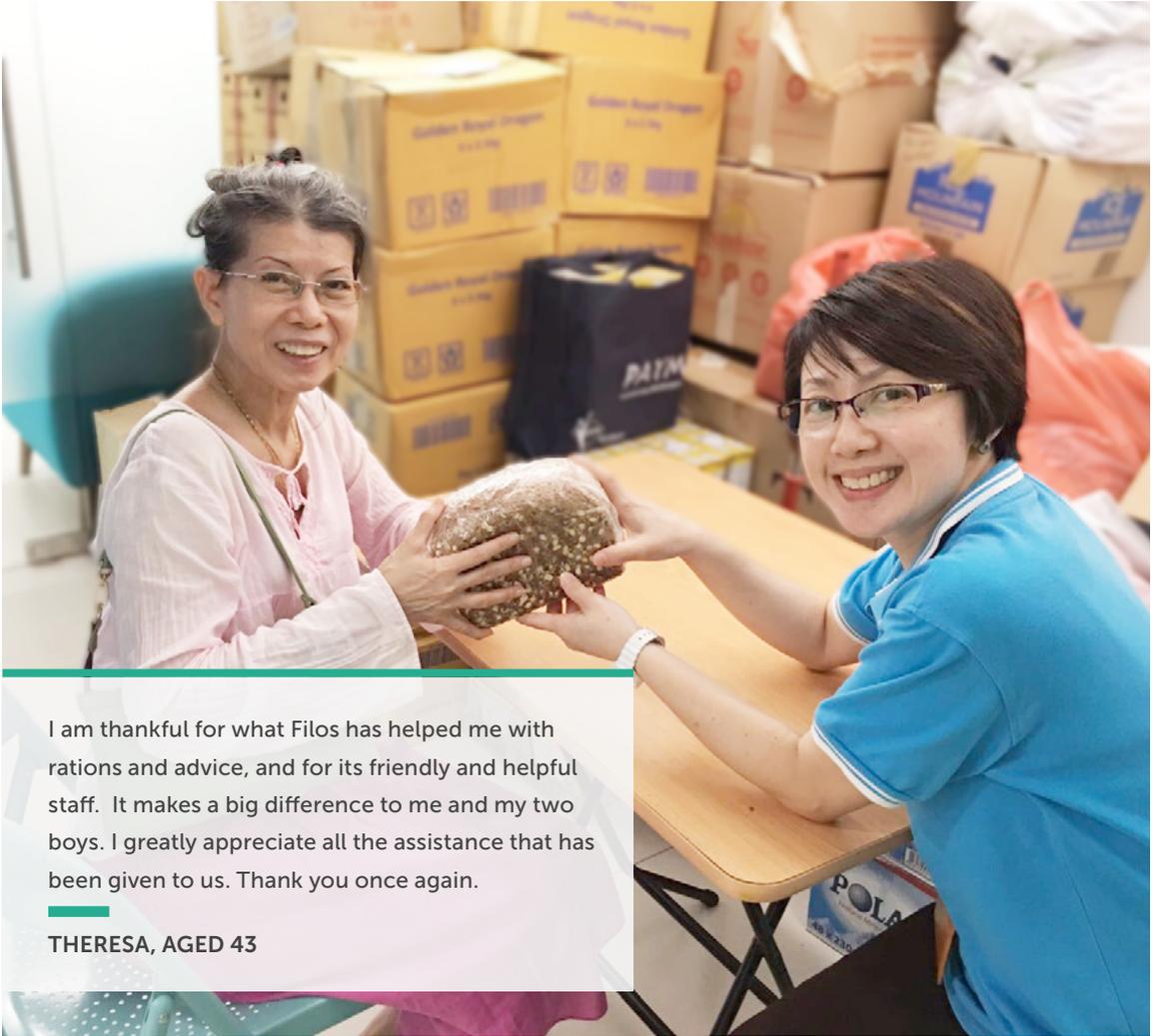
**1,216**  
Clients reached through Blessing Projects



**23**  
Clients were granted their wishes through the Boys' Brigade Share-A-Gift 2017 project



**15**  
Students awarded Bursaries/Scholarships



I am thankful for what Filos has helped me with rations and advice, and for its friendly and helpful staff. It makes a big difference to me and my two boys. I greatly appreciate all the assistance that has been given to us. Thank you once again.

**THERESA, AGED 43**



# Children & Youth Services

BUILDING RESILIENCE AND CHARACTER



 **18,947**

Youth reached through eTeens - a Health Promotion Board sexuality education programme

 **4,157**

Students reached through Total Recall - a programme that raises awareness of ageing issues

 **15**

Students reached through the Tuition programme



## TUITION PROGRAMME

Since 2004, Filos has been providing a means-tested tuition assistance programme for our young beneficiaries from lower-income families in Kembangan-Chai Chee. Students are coached on the main core subjects such as English, Mathematics and Science, so that they will be better equipped to realise their academic potential. The programme currently runs once a week with the help of volunteer tutors and sees an average attendance of 15 students each month from both primary and lower secondary schools.

This Tuition programme also paves the way to building and maintaining close community relationships with our beneficiaries' families and getting our young clients involved in purposeful social activities, so that they can attain more life skills and confidence for themselves.



I am thankful because throughout the years that I have been in Filos, it has helped me academically through tuition. I gained a better understanding of my subject through my tutors' assistance. In addition, I am able to meet and make new friends and learn new skills when I join the holiday enrichment activities that Filos has planned for me.

**NUR, AGED 12**

# Elderly Services

BUILDING RESILIENCE AND CHARACTER



Keeping our elderly's minds active and engaged through 'Recycle and Reuse' Workshop by Springfield Secondary School.

**83** CLIENTS SERVED  
395 visits for Case Management Programme

**114** CLIENTS REACHED  
2,644 visits for More than Friends Programme

**103** CLIENTS ENROLLED IN  
Community Resource, Engagement & Support Team (CREST) programme. Over 122 home visits conducted.

**889** PARTICIPANTS SERVED  
29 social events organised



**51** CLIENTS UNDER  
Community Befriending Programme

Over 339 visits and 299 phone calls conducted

**85** CLIENTS REACHED  
1,049 visits for Active Minds/Eldersitter Programme

**36** CLIENTS SERVED  
Care@Home programme conducted over 1,665 visits



## CARE IN THE COMMUNITY PROGRAMME

Filos believes in helping the elderly live independently in the community for as long as possible and to maintain their physical, social-emotional and mental health through befriending, preventive health and social activities.

Our Services include:

### Social Wellness Programme

Activities that provide a platform for the elderly to interact with one another to reduce social isolation and to promote social and emotional well-being as well as the development and maintenance of community connections for the elderly.

### More Than Friends Programme

A befriending programme for vulnerable elderly with chronic diseases and mental health conditions, empowering them to self-manage their physical/mental conditions more effectively in the community. Services include:

- Screening for Dementia and Depression
- Blood Pressure and Blood Sugar Checks
- Falls Assessment
- Frailty Assessment
- Case Management Services

### Home Care Programme

A home-based programme for frail elderly providing them with assistance with Activities of Daily Living, so that they can age well in the community.

## COMMUNITY BEFRIENDING PROGRAMME

A befriending programme for isolated elderly living by themselves in the community, to re-engage them with the community and to provide linkages to services that they may require.

### Through this programme, we aim:

To affirm the elderly's identity and increase their confidence through sharing and recounting of their experiences.

To reduce isolation by giving the elderly a chance to develop new friendships and opportunities to participate in social activities that enhance mental, physical and psychosocial well-being.

To improve their well-being, our volunteer befrienders check in twice monthly for home visits and make twice monthly phone calls especially to elderly who live by themselves in the community. Without adequate and proper care, most elderly develop health issues related to chronic diseases and frailty. Through the befrienders' sharing of proper self-care information, the elderly would learn the necessary coping mechanisms to better manage themselves.



I am happy to have someone whom I can relate to. I find it easy to share with my befriender, Mr Wong.

**BEFRIENDEE MDM LOH**



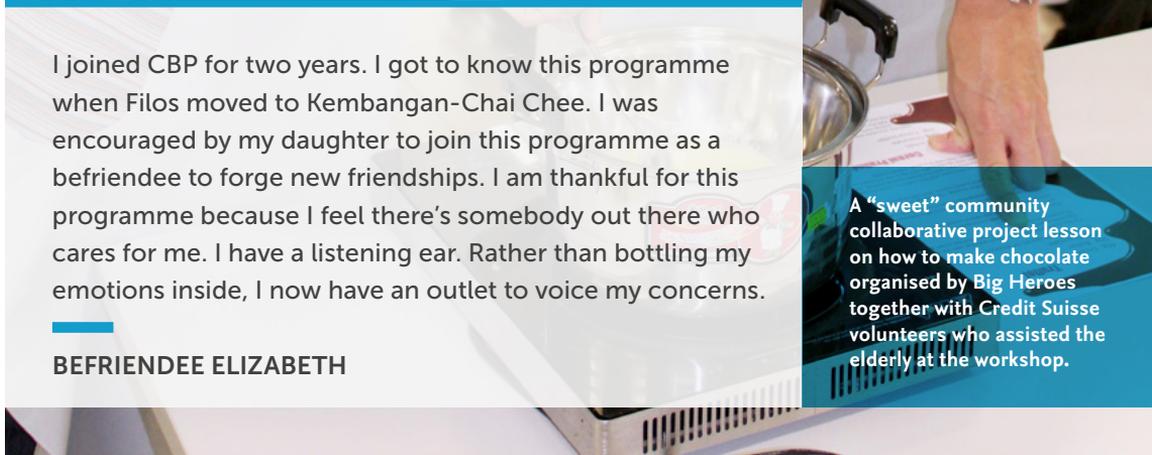
I have opportunities to listen to the elderly express their joys and concerns. I am glad to be able to hear the voices from the trapped souls of these lonely senior citizens.

**BEFRIENDER STANLEY**

I joined CBP for two years. I got to know this programme when Filos moved to Kembangan-Chai Chee. I was encouraged by my daughter to join this programme as a befriender to forge new friendships. I am thankful for this programme because I feel there's somebody out there who cares for me. I have a listening ear. Rather than bottling my emotions inside, I now have an outlet to voice my concerns.

**BEFRIENDEE ELIZABETH**

A "sweet" community collaborative project lesson on how to make chocolate organised by Big Heroes together with Credit Suisse volunteers who assisted the elderly at the workshop.





This is a home-based intervention programme aimed at maintaining cognitive capabilities in elderly with early dementia. Caregivers are also empowered with knowledge and skills to build better relationships with their loved ones.



## ACTIVE MINDS/ ELDERSITTER PROGRAMME

When Ms Choo was diagnosed with dementia, her brother resigned from his clerical post to take up a nursing post with Singapore General Hospital to learn how to care for persons with dementia.

Despite having a busy schedule, he made an effort to visit his sister every day, ensuring her well-being. Yet the task of juggling his own family life, career and daily visits to his sister's home took a toll on him in the long run. When he learned of Filos' home-based Eldersitter programme for persons diagnosed with mild cognitive impairment or mild to moderate dementia, he sought assistance. Under the Eldersitter programme, Ms Choo is seen by a Filos' healthcare assistant who engages her in mind-stimulating tasks to slow down the progress of dementia. Filos will also update her progress to Mr Choo, providing him with the crucial support in caring for his sister.

## CREST PROGRAMME

Community Resource, Engagement and Support Team (CREST) provides vital links between residents and the mental health support networks. The team provides basic emotional support to seniors with mental health issues and their caregivers. There is also outreach to the general public with mental health education and information.



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### Voicing out our support for persons facing mental health issues

Filos was involved with the Agency for Integrated Care and other community agencies to co-organise World Mental Health Day, which was held at the Shaw Foundation Symphony Stage at the Singapore Botanic Gardens on 7 October 2017.

This event sought to evoke greater understanding of mental wellness in the community, to reduce stigma towards people with mental health conditions and to raise awareness of the available mental health community resources and assistance that is available. A group of Filos beneficiaries participated in this event.

# Our Volunteers

## 1,488

Volunteers engaged in various services to the Kembangan-Chai Chee community

### Assistance & Referral Services

A total of 264 volunteers from Amazing Grace Presbyterian Church, Bedok Methodist Church, Catholic High School, Nanyang Girls' High School, Princess Elizabeth Primary School and St Hilda's Secondary School helped us with distribution of bread and festive goodies for Filos' blessing projects to the community.

### Children & Youth Services

A pool of regular tutors volunteer their time and skills to nurture children and youth from Primary 3- Secondary 1 on a weekly basis.

Regular volunteers from Bedok Methodist Church and St Joseph's Institution as well as ad-hoc volunteers from Republic Polytechnic, National Technological University-University Scholars Programme (NTU-USP) and Rolling Canoe helped Filos to organise enrichment programmes for students.

### Elderly Services

Regular volunteers from Amazing Grace Presbyterian Church, Bedok Methodist Church and Nanyang Girls' High School have been involved in Filos' More Than Friends Programme and Community Befriending Programme.

Ad-hoc volunteers from Tampines Junior College, St Patrick's Secondary School, Paya Lebar Methodist Girls' School (Secondary), National Junior College, Springfield Secondary School, National Technological University-University Scholars Programme (NTU-USP), Opera Estate Primary School and Big Heroes-Credit Suisse have helped to organise social wellness programmes for the elderly.





## DONATIONS

**We would like to thank our individual & corporate donors for raising \$ 388,004 in 2017.**

### Corporate Donors:

Amazing Grace Presbyterian Church  
Bedok Methodist Church  
ECS Computer  
Genie Estate Management  
The Singapore Ireland Fund  
Quantum Storage (South Asia) Pte Ltd

### Individual Donors:

#### Donation of \$5,000 and above:

Mr Ho Chew Fook  
Ms Karen Lee  
Mr Koh Tien Hua  
Mr Lee Swee Jin  
Ms Lilian Lim Peck Neo  
Ms Lena Teoh  
Ms Ong Soo Ling  
Mr Wee Hian Peng  
Mr Yong Foo Chong

#### Donation of \$1,000 and above:

Mr Benedict Heng, Mr Heng Guan  
Kia, Ms Heng Meei Fang, Mr Loh Chek  
How, Mr Lie Zhi Jian, Mr Tan Boon

Tiong, Mr Chin Hon Cheng, Mr  
Jacob Gan, Dr Tan Hock Heng,  
Mr Vlastimil Chvojka, Mr Heng  
Kheng Hong, Ms Lee Su-Wei  
Pearl, Ms Choo Jia Hui, Dr Fong  
Chiu Yan, Ms Teo Wen Lin, Mr  
Cheng Dick Mun, Mr Lim Meng  
Tong, Mr Lim Jit Hin, Mr Richard  
Tan, Ms Tini Djuarsa, Mr Antonie  
Lee, Mr Kok Wui Hoong, Ms Lim  
Thou Mui, Mrs Pauline Teh, Mr  
Tan Cheng Thiam, Dr Koh Ee  
Tzun, Ms Khoo Chye Eng,  
Ms Wong Hui Juan Lynn,  
Ms Hannah Yeo.

#### Donation of \$500 and above:

Ms Lua Yu Lin, Ms Tan Siew  
Hong, Ms Winnifred Yoong,  
Ms Sue Yap Soh Mooi, Mr Phua  
Tjhai That, Ms Coreen Chong  
Ann Foong, Ms Lee Mee Har, Ms  
Ho Hui Hong Joey, Ms Lim Poh  
Jeong, Mr Lim Thou Tin, Ms Lin  
Ying Xian, Ms Tan Bee Hua, Ms

Gay Lay Ying, Ms Tay Ai Tin, Mr  
Nicholas Palubinski, Mr Charles W  
Ransford, Ms Li Li Chung, Ms Ho  
Li Jen, Mr Cheung Chi Kit, New  
England Biolabs Pte Ltd, Mr Ang  
Eng Hieang, Ms Karen Teo, Ms  
Rosalind Tan

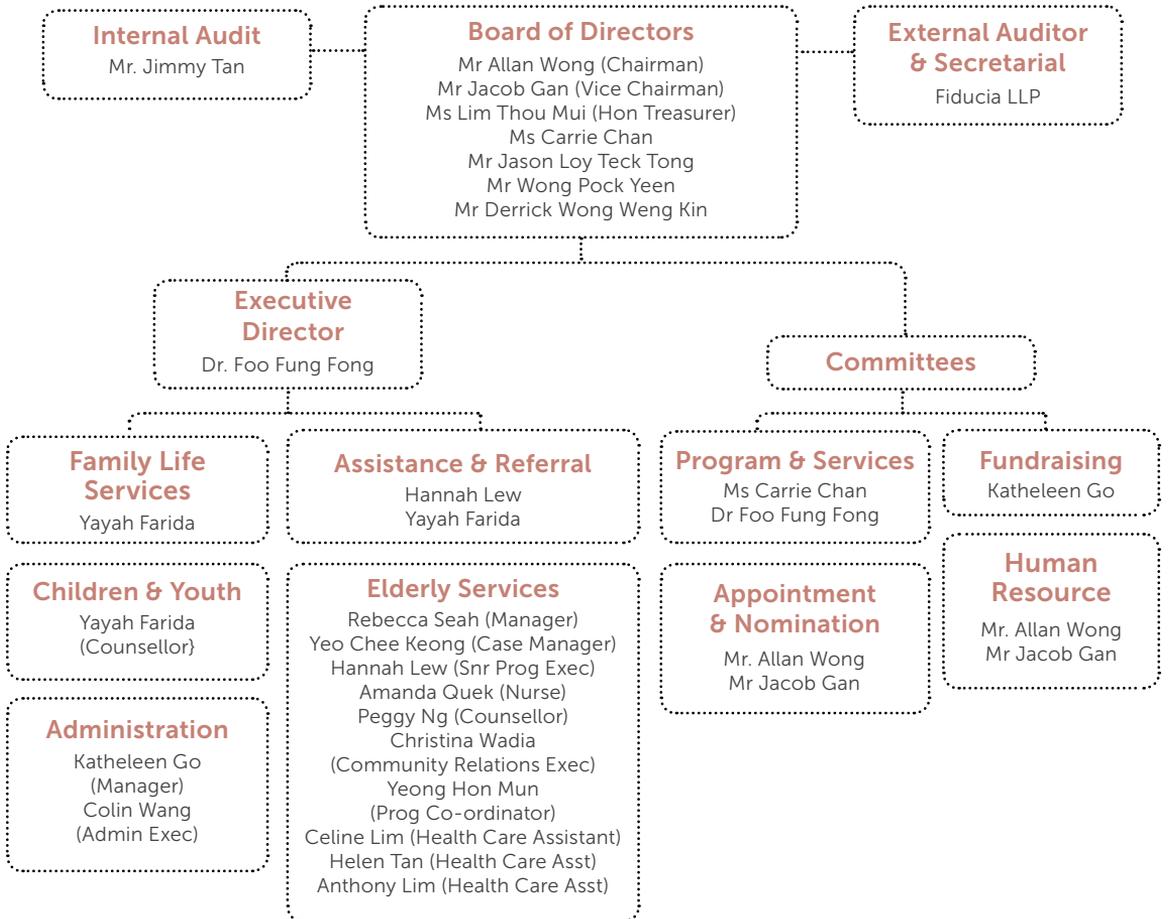
#### Donation of \$100 and above:

Ms Lam Hoi Yeng, Mr Chan Whye  
Quine, Ms Angelin Loy, Ms Anna  
Chew, Mrs Nana Kok, Ms Lau Ger  
Kheng, Ms Jennifer, Ong Boon  
Kwee, Ms Heng Hiang Hiang, Ms  
Han Soon Hua, Ms Ong Sor Kuan,  
Mrs Pauline Wong, Mr Tan Boon  
Hock, Ms Lum Wei Ling, Mrs Rose  
Eng, Mdm Soo Theng Theng, Ms  
Lim Huey Yuee, Ms Helen Tan

#### Donation of \$10 and above:

Mr Murugaiyan Rajkumar, Ms Oh  
Hwoo Hua, Ms Koh Kee Ling, Mu  
Kwek Fei, Teo Jing, Ms Dorothy  
Goh, Mr Wee Heng San

# Our Organisation



## ANNUAL REMUNERATION OF KEY STAFF:

Salary Bands	No. of Staff
\$100,001 - \$150,0001 .....	1
\$50,000 - \$99,0001 .....	1
\$49,000 and below .....	9

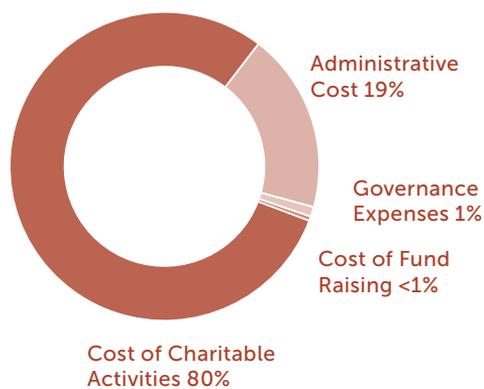
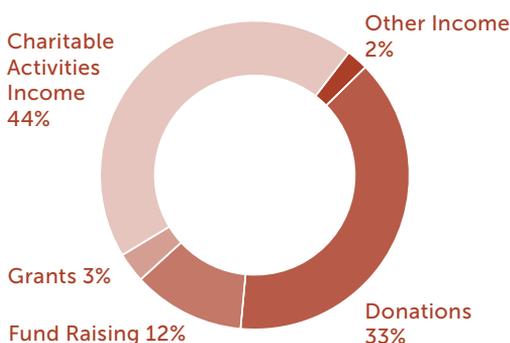
## 2017 SUMMARY FINANCIALS

### INCOME

Donations	\$ 291,088
Grants	\$ 24,048
Fund Raising	\$ 88,671
Charitable activities	\$ 332,180
Other Income	\$ 14,616
<b>Total Income</b>	<b>\$ 750,603</b>

### EXPENDITURE

Fund Raising Cost	\$ 2,172
Programme Cost	\$ 780,725
Admin Expenses	\$ 183,339
Governance Expenses	\$ 9,425
<b>Total Expenditure</b>	<b>\$ 975,661</b>



## CODE OF GOVERNANCE FOR CHARITIES AND INSTITUTIONS OF PUBLIC CHARACTER

### A. Code of Governance

Based on the last evaluation, Filos has complied fully with the applicable guidelines of the Code of Governance Checklist for Institutions of Public Character. This is available at [www.charities.gov.sg](http://www.charities.gov.sg)

### B. Disclosure of Specific Required Information

No Filos Board of Directors or Executive Committee member received any form of remuneration for his or her work contributed to the Organisation in 2017.

### C. Asset Management/Reserves Policy

The reserves that we have set aside provide financial stability and the means for the development of our principal activity. Current year ratio of reserves to annual operating expenditure is 1.7. We intend to maintain our reserves at a level which is at least equivalent to 4 years of operating expenditure through increasing awareness of our activities, seeking more donors both private and corporate and fund raising efforts.

The Board reviews yearly the amount of reserves that are required to ensure that they are adequate to fulfil our continuing obligations.

UEN: 200408452G

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MCI (P) 086/05/2018



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