



**SOUTH CENTRAL
COMMUNITY**
▲ FAMILY SERVICE CENTRE



O w n e r s h i p • N e i g h b o u r s f o r n e i g h b o u r s • E m p o w e r m e n t

ANNUAL REPORT FY2021/22


(1 APRIL 2021 TO 31 MARCH 2022)

WHAT DOES



MEAN TO YOU?





**“I’m very thankful for
what she (SCC) taught
and how she pushed me to
be resourceful and to look
at what’s strong in my
community, not just
what’s wrong.”**

~Ayu, a community member and connector~

STEADY LAH!

From receiver to provider



Ayu & family

A place where uncles would *lepak*¹. That was Ayu's* first impression when she first came to South Central Community Family Service Centre (SCC) in 2016. Back then, Ayu had no idea what an FSC was nor the existence of social workers. Little did she know that her life would intertwine with SCC, not just as a receiver but her ability to give back to the community. Fast forward to 2022, Ayu is now 32 years old, and her family size has expanded from five to seven, with two young daughters of her own.

In 2016, Ayu was just engaged to her current husband and caring for her three nephews due to difficult circumstances involving their natural parents. Needing help with their caregiving and placement in school, she was referred to SCC.

*"When told that I will be referred to an FSC, I thought, huh? What is that? I never heard of it. I went to recce and see the place. It looks like a place where uncles would come *lepak*, but my experience with the staff was good."*

Ayu recalled her instant rapport with her social worker Jane – good-natured always ready to listen and guide her as her family grew. She remembered the help she received, such as her nephews' placement in schools which was a tremendous effort as she had to prove her guardianship of them and the challenging legal procedures. Like every other Singaporean, Ayu's life would change when the COVID-19 pandemic hit. Her husband could not secure full-time employment and mainly provided food delivery services to meet household needs. Her various plans were also affected, including her housing plans.

Growing up, owning a flat was something that Ayu had always wanted. Having lived in a rental flat before her marriage and now staying in one,

¹to loiter aimlessly or idly; to loaf, relax, hang out
*Name changed for privacy



“Cynthia opened my eyes to what community meant; I’m not just someone that gets help. I’m very thankful for what she taught and how she pushed me to be resourceful and to look at what’s strong in my community, not just what’s wrong.”

Ayu started to be more involved in her community by checking on her neighbours and referring them to SCC for help when needed, such as through the S.C.C Bundle Support[^]. She would also help deliver the bundles and check in with the recipients. Little did she realise that her small act of

kindness would be reciprocated by the community when her family was down with Covid. Through her personal experience with the pandemic, Ayu saw the challenges faced by new mothers with young children, which led her to become a founding mother of a mother’s group. Together with Cynthia, they would check on new mothers (and their children) to ensure they had adequate support and the means to cope when affected by Covid and were not left alone.

“Transformation” is how Ayu would summarise her journey with SCC. Though no longer a screener, she is now involved in SCC’s other initiatives, such as Mums Collective and exploring a Pay-It-Forward programme with the FSC to support the community. During these six years of her journey, she learnt to trust herself more, and the power of the community; Ayu continues to play an active role in the community even as she transits towards her own purchased house in a new community..

“A lot of things changed for me when I came to the FSC. My family situation was better; I got my dream of owning a home though it was scary, and I became an active community supporter. All this happened because I met the different people in SCC who guided me and spotted my strength and potential. I didn’t know I could do this, and now I enjoy it. So, thank you to my social worker who has been so patient and helped link me up with the different people such as the KeyStart team and Cynthia, who supported and helped me develop my potential to contribute back.”

~Ayu, a community member and connector~

[^]*S.C.C. BUNDLE SUPPORT (SUPPORTING COMMUNITY THROUGH COVID-19) is a ground-up initiative which aims to provide financial and practical support for community members who have been affected by COVID-19.*



HO BOH*?

Chairman's Message

As we look to 'normalise' our lives and what we do in a 'living with covid' period, we have reflected and questioned ourselves critically. Have we been effective? Are we making a difference? Who should we be serving? What results are we expecting?

We have been criticised for duplicating our work and adding existing programmes even when others are doing them better. If this is true, even with the duplication, we should see the results we all seek - that families we serve are empowered to self-help and not rely on social assistance to afford their daily living.

We need to investigate to ensure that:

- We are not just adding to the plethora of services already available with unnecessary duplication of services. If there are such cases, we should aim to partner or collaborate with those offering the needed services and ensure that families that need them are reached and have access to these services;
- The universe we serve should be all families living in HDB rental housing with a focus on those with young and school-going children;
- Families have access and are aware of the availability of help and that,
- The interventions are effective and adequate to empower them to achieve self-sustainability.

To achieve this, we must be clear about what can uplift them. We believe that:

- Livelihood enhancement for the members (beneficiaries) we work with strengthens their ability to support themselves;
- Education will equip the next generation to find better livelihood and achieve their potential more fully, and
- Homeownership will help build a stable home environment and equity for the families.

***Ho-Boh**

how are you doing?

AI PIAH*!

Executive Director's Message



“Let us co-live and co-create each day with patience, compassion, dignity and kindness. And deep change will happen.”

~Ruth Tan~

B **EING AN EMPOWERED CHANGE MAKER – DIAMONDS IN THE ROUGH**

Diamonds are found in the rough. This priceless piece of rock reminds me of our members, their families, their children and the communities they live in, which we are privileged to work alongside in this kampung at SCC. Diamonds are indeed found in their rough state, and their true value cannot be seen at first. There are hidden treasures of love, kindness, dignity, growth, challenges, resilience, wisdom and abilities to transform within them, waiting to be discovered, unlocked and transformed. This is the work that SCC need to empower in the journey ahead.

Over the last two years, the pandemic has taught us important life lessons and to appreciate the little things we take for granted. “The invisible made visible” is what I would liken it to; like it or not the need to accept and adapt to future norms is a reality for all. The need to hear more and seek to understand more deeply about the impact of the pandemic on our families and how they would like their lives to be improved and empowered is critical. Their perception of being an invaluable ‘rock’ be buffed into a valuable ‘diamond’ as a result of a transformational shift is a much-needed one in today’s society. SCC’s work with our families and communities is akin to the works of a diamond craftsman, known as a Lapidarist, and in our terms, ‘an empowered change-maker’, in co-creating and shaping alongside our families towards achieving their hopes, dreams and aspirations. The deepening of communities in this journey will need to be more inclusive and mutually influencing.

***Ai-Piah**

we strive to go all the way

MAI TU LIAO* - TRANSFORM BOLEH!

Chief Transformation Officer/Families
Transformation Programme's Message



***“The best way to
find yourself is to
lose yourself in the
service of others.”***

~Mahatma Gandhi~

Growing up, my mom played an important role in helping me build aspirations for a better future. Though she did not complete high school, she knew the importance of a good education. The constant narrative at home was to study hard, get good grades and eventually find a better-paying job. She didn't know the challenges or the path to get to this future state, but she had a dream.

Twenty years down the lane, when I reflect on the journey, the most transformative change happened because I went to a school where the medium of instruction was English. Reading voraciously and building a healthy relationship with Maths also helped. On the flip side, I memorised most of my lessons to get good grades and, in the process, forgot how to find joy in learning. I did not have many mentors, so I sometimes followed the tribe. This is a narrative most children grow up with. While the world has changed, there are a few things that remain the same; every parent still

***Mai-Tu-Liao**
Don't wait already

wants a better future for their children – good education, a conducive home and financial stability. Often, the barriers are insurmountable, and the future is a distant dream, so the journey feels like a vicious cycle.

At SCC, we understand these systemic barriers and the importance of achieving these dreams. The Families Transformation Programme (FTP) was set up in August 2021 to address the issues around intergenerational social mobility, and we started with a few questions:

- How can families find the means to be financially sustainable and achieve their dreams?
- How can every family be ready for home ownership, and this transition from rental flats shift the reference points for their children?
- How can every child aspire to mainstream education and build the competencies of a 21st-century learner?

True social mobility is at the intersection of these questions. By achieving outcomes in education, home ownership and financial stability, we enable better aspirations for every family and child. But we cannot do this alone. We want to bring an ecosystem of solutions and partnerships closer to the families and find resources to help build their assets for transformation.

Ten years from now, children should have a grand narrative of change. Their story would come from a strategic intervention that happened, a mentor who never gave up, access to opportunities and most importantly, their parents, just like my mom's role in my life. #TransformationBoleh!

Rajesh Varghese
Chief Transformation Officer/
Families Transformation Programme



KITA BUAT APA*?

Our Vision & Mission

Poverty Transformation
With-In Empowered Communities

Our Values

Passion

Teamwork

Adaptability

People Matter

Empowerment

Our Focus Areas

Financial &
Employment
Support

Education
Support

Housing
Support

Health &
Nutrition
Support

Contribution
as Key

Our Goals

To help enhance positive and transformational elements of identified low-income and vulnerable families in the 5 domains of practice/strategic focus areas:

Our Foundation

Culture (Poverty Transformation Outcomes & Mindset), Collective Ownership, Capacity, Credibility, Communications (ABCD Approaches & Community-Centric Practice)

Our Initiatives

SOCIAL WORK PRACTICE

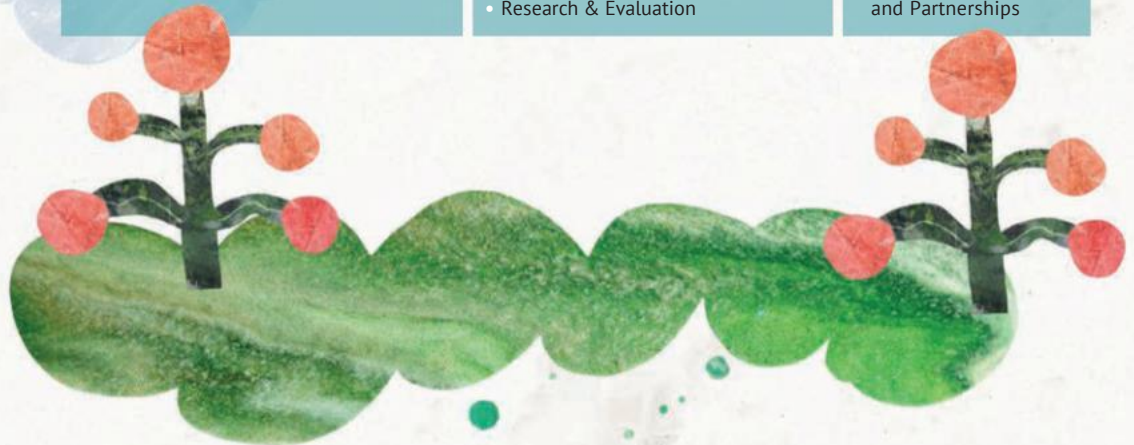
- Casework & Counselling
- Community-Centric Practice
- ABCD Approach to support the work

FAMILIES TRANSFORMATION PROGRAMME

- KeyStart Home Ownership
- Education & Learning
- Employment
- Community Work
- Research & Evaluation

SHARED & CORP SVCS

- HR
- Finance
- Admin, Ops, IT
- Comms, Fundraising
- Volunteer Management and Partnerships



*Kita-Buat-Apa
What we do

WHAT WE DO



COMMUNITY-CENTRIC PRACTICE IN CASEWORK

We strongly believe in the power of human connections with every individual and family that comes into our contact. Hence, community-centric practice in casework and counselling is an essential intervention tool in supporting our vulnerable families. Of these, 80% reside in one- or two-room HDB rental flats, while the rest live in various housing types such as other types of HDB flats and transitional shelters.

FAMILIES TRANSFORMATION PROGRAMME

Aside from supporting vulnerable communities through casework and counselling, we believe we need to go beyond to support aspiring families with the potential to emerge from their current situation through transformative ways. SCC transformative initiatives such as KeyStart Home Ownership, Education, and Employment opportunities through collaboration with community partners and the community transformation team help broaden narratives of the low-income families to increase their social mobility and for the next generation to break out from the poverty cycle.



RESEARCH & EVALUATION

SCC collaborates with practitioners to design evidence-informed services to determine the effectiveness of our work. We also research to discover new insights and improve practices. By sharing findings and learning points from our research with practitioners and the community, we also encourage a culture of learning and reflection.



VOLUNTEER MANAGEMENT & PARTNERSHIPS

The Gift of our Volunteers: we are fortunate to have our volunteers walk alongside the community as they gift their time, talent, and treasure. The volunteers' tireless contributions are a testament to our larger society's involvement in our Gift Economy so that communities can have enough.

Keen to know more about our work?
Visit www.sccfsc.sg or scan here



OUR CASEWORK FAMILIES

No. of Families



No. of families with child below 6 only

76

No. of families with children (Pre-school, pri and sec)

351

No. of families with adult children

19

No. of families with no children

13

No. of Children



0-6 years

196

13-17 years

234

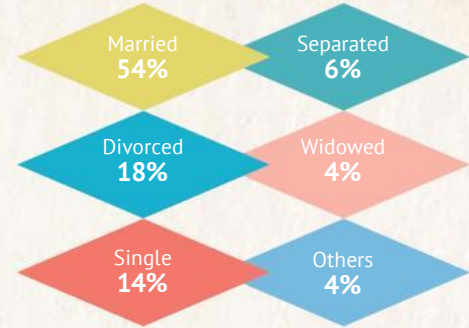
7-12 years

275

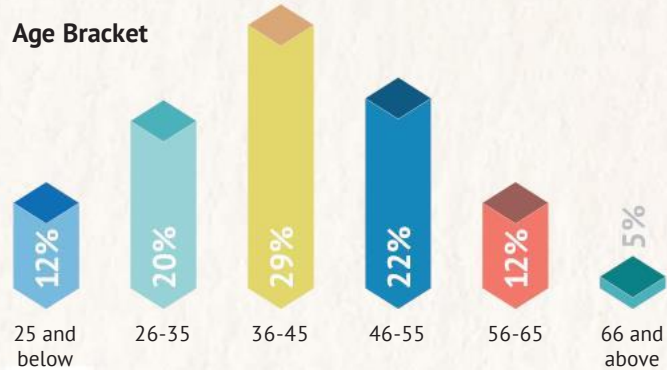
Above 18yo

198

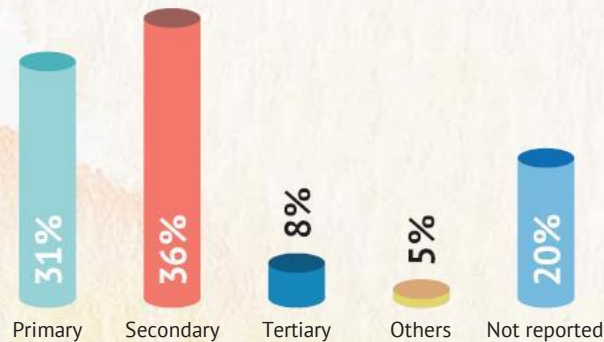
Marital Status



Age Bracket



Education Level



FAMILIES TRANSFORMATION PROGRAMME(FTP)

The mission of the FTP is to uplift families from the entrapment of poverty in the areas of Education, Employment and Housing. Our end goal is for all families to achieve financial independence and are non-reliant, and that every child can realise their full potential by having access to resources to achieve their dreams. Pivotal to this transformation journey is a sense of community and hence our families are organised into groups (Tribes) with shared goals.



Families in Tribes:

115



(Employment):
20 families



(Housing):
30 families



(Early Childhood Education):
14 children



(P6):
31 children



(P5):
20 children



OUR JOURNEY WITH THE FAMILIES:

A

Housing (KeyStart Home Ownership Programme)

Accumulative to-date:

- **84 families** supported, i.e., purchased new homes
- **\$989K** committed to families



B

Education: Pass In Primary Six (PIPs)



PiPs Passing Rate 2021:

94.7% of PIPS PASSED

(98.4% national passing rate)

Express stream
23.7%
(68.4% National)

NA stream
23.7%
(18.9% National)

NT stream
47.4%
(11.1% National)

“... as we grow to be a digital native, we bring along people with us, people that do not have this same opportunity... my real hope is that as we progress digitally, we are able to get the rest along with us, those that may not have the same opportunities.”

~Jimmy, IWUE =D volunteer~

CLOSING THE DIGITAL GAPS (IWUE =D)

LAPTOP
CMI

HOW
TO USE
LAPTOP
AH

APPLY ALREADY
BUT HAVE TO WAIT
FOR SO LONG

GG, HOW TO
DO HOME-
WORK

WHERE
TO GO
TO GET
LAPTOP

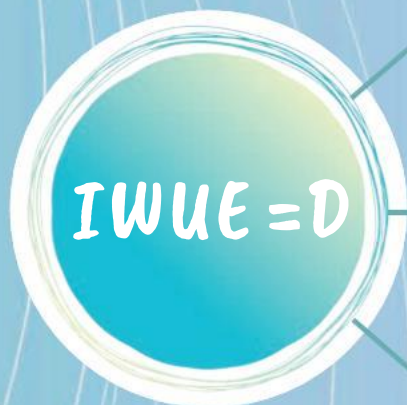
NEED
TO
SHARE
LAPTOP

LAPTOP IS TOO
EXPENSIVE LEH

WIFI
TOO
SLOW
SIA



To level and close the digital divide gaps of vulnerable communities due to impact of COVID-19 through:



=Digital Access



=Digital Literacy



=Harnessing
a Digital
Community
and Exchange*

In 2021, SCC started the I Wish U Enough =D (Equal Digital Access) initiative to help families bridge the digital divide arising from the impact of COVID-19.

The COVID-19 pandemic has shed greater light on the digital divide between the have and the have-nots. The ongoing gap that needs bridging for low-income families has become more prevalent - having a sufficient digital device(s), stable digital access, digital literacy, and safety is now a NEED instead of a WANT for the underserved communities.

**Enable affected communities (children, youth and adults) to leverage on resources to increase their coping and digital functioning in navigating new norms in a sustainable manner.*

STEADY POM PI-PI!



Arya with her laptop to attend online classes

"I feel like I need to make up for the two years I was not in school. I want to make up for it."

~Arya, SCC member~

Two years ago, Arya's* world changed. Underaged and pregnant, she was faced with an impossible decision regarding her future - to abort the growing child and continue her studies or to stop her studies and focus solely on her impending motherhood. Arya chose the latter and dropped out of school.

Today, Arya is the proud mother of a beautiful, cheeky little girl who is very attached to her. Always smiling and giggling, her cheerful demeanour lifts everyone's spirits who interacts with her. With practical family support and guidance, Arya has been acclimating to the role of a mother at 17. Despite the fulfilment she felt from raising a child, there was still something nagging at her. As she had to stop her studies for her child, completing her education was something that she aspired for herself and her daughter, *"I want to pass my N Levels and get the course I want. I hope to get an internship for the course I like... beauty and wellness or in business."*

Taking a leap of faith, Arya shared her plans with her social worker at SCC, who shared the various available options. She ultimately chose to be part of Project Starfish[^], a back-to-school programme for out-of-school youths. The flexibility in scheduling her lessons allowed Arya to play both roles of mother and student. While excited about returning to school, she needed help with a laptop to do her lessons and homework online.

Arya was referred to SCC's IWUE=D (Equal Digital Access) programme and supported with a laptop that enabled her to complete her online classes and assignments while caring for her daughter simultaneously. She is preparing for her N-level exams this year, and we wish her all the best!

Arya hopes to share with others who may have experienced similar feelings of failure and loss due to the possibility of not reaching their planned aspirations.

"I have a few words for people who may be in a similar situation as me. Once you fail, it doesn't mean that you're always a failure. Stand up and try to learn and work much harder, and you can reach what you want eventually."

*name changed for privacy

[^]Project Starfish is an initiative run by Society of Starfish Singapore (SSS) and supported by Foundation of Rotary Clubs Singapore

Key challenges identified and faced by our vulnerable communities during the COVID Home Recovery Programme (HRP) in October 2021.

S.C.C. BUNDLE SUPPORT

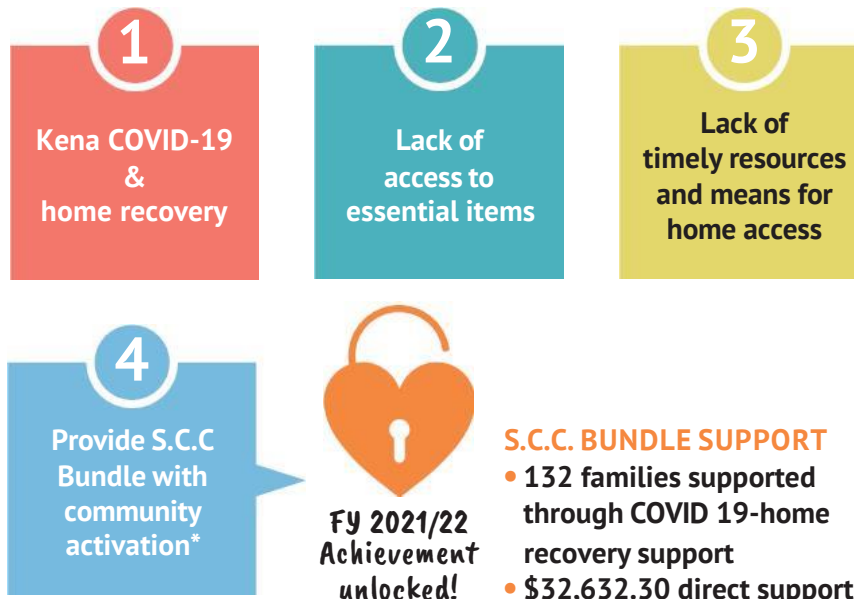
To provide temporary assistance for vulnerable communities affected by COVID-19, the S.C.C. (Supporting Community through Covid-19) Bundle Support was initiated to provide financial and practical support* for community members affected by the pandemic in SCC service boundary.

To complement the S.C.C. Bundle Support, existing community resources were leveraged. These include community neighbours and external partners (other agencies, donors, volunteers or SCC staff's networks) to roll out the bundle support to the families and engage the community mothers to provide cooked meals for affected families who were unable to cook.



Got S.C.C Bundle Support

HOW IT WORKS



**aid provided: temporary relief funds and necessities including but not limited to ART test kits, food rations (fresh and dry), and deep cleaning supplies*

NEIGHBOURS FOR NEIGHBOURS



Delivering S.C.C Bundle Support
to our families

*"I feel it's my responsibility
to go and help these
families...; At least I can do
my part to reduce the stress
that these families feel after
testing positive."*

~Jeremy, SCC volunteer~

When COVID-19 first struck and became a pandemic, Jeremy* recalls how he saw it impact the community around him. A long-standing volunteer with SCC, the impact of COVID-19, had a different effect on him. In his community, Jeremy saw the elderly struggling to cope with digitalisation, maintaining food adequacy, and accessing help systems. He saw large families with children and parents having challenges with all their children at home due to school shutdowns and caring for sick children. Jeremy wanted to do something to help these families. He volunteered his services with SCC, and that was when he first heard about the S.C.C. Bundle Support and offered to assist in delivering the bundles to the affected families.

"I feel it's my responsibility to help these families distribute the S.C.C. Bundle Support from SCC because it benefits the community members who unfortunately got the virus. At least I can do my part to reduce the stress that these families feel after testing positive."

Jeremy assisted in making deliveries of the S.C.C. Bundle Support to the community, at times doing it multiple times a day to help at his soonest. When asked what inspired him to reach out and assist in delivering the bundle, he smiled and replied, "Neighbours should help Neighbours."

**name changed for privacy*

THE INCLUSIVE FUND

- The Inclusive Fund is a 2 year pilot to understand the challenges, needs and aspirations of members from transnational families and to allow for advocacy where relevant.
- It provides support to transnational families especially those with children who are known to SCC's social workers and referrals from external agencies.

LET'S INCLUDE (CRITERION)

- Transnational families with at least one family member in the same household who is a Singaporean may submit an application through their social workers.
- The needs of the families will be considered by the Panel with the following priority:
 - **Immediate needs:** Children's education and health related matters
 - **Mid-term needs:** Employment, income generation, legal support.
 - **Long term needs:** Advocacy and supporting families to be self-sustaining.
- Do not qualify for all other known formal forms of support.



**FY 2021/22
Achievement
unlocked!**

THE INCLUSIVE FUND (TIF) ^

- 10 families
- Supported transnational families with gaps bridged
- \$54,076.22 direct support

^ The Inclusive Fund – June 2021to bridge vulnerable Transnational Families

application was approved, she could not believe the good news. She recalled, "I was so tired. I keep getting calls from so many people saying they want to help and can help, only for them to come back and say, unfortunately, they cannot. I was tired already of talking to people at that time."

The Inclusive Fund supported Anya with six-month dialysis services and other household expenses. Feeling less burden, Anya found employment at a hotel working the night shift while her husband worked part-time at a fast-food restaurant. The family is now coping much better with assistance, and Anya's efforts are focused mainly on supporting her children and her husband's transitions from his medical condition.

APPRECIATING ANYA



"Their journey is also very inspiring for other families and me."
~Sandhya, TIF sponsor~

When the committee of The Inclusive Fund first heard about Anya, she came across as a caring individual - a loving wife to her husband and

children within their close-knit family. They could hardly believe that Anya had stood her ground the past couple of months and continued to persevere amidst the immense pressure and stress in trying to secure resources for her husband to receive the medical help he sorely needed to sustain his health and for the family. When Anya presented her case to The Inclusive Fund's committee, Sandhya, one of the team sponsors, can still recall the difficulty and strength that Anya must have had to share her story.

"I honestly thought it was very brave of her to share. I'm sure it was not easy. We were not people that she knew at all. We were essentially strangers. The fact that she was able to come in and share something so personal, that she had a lot of emotions about. I thought that was courageous of her."

Helping this family was within the ethos of The Inclusive Fund to provide support and bridge existing service gaps to transnational families. After hearing about Anya's situation, her various attempts to access services but were unsuccessful, and her continued commitment to trying what she needed to do to support her husband and family, the committee agreed to intervene and support this transnational family.

With the assistance given, Sandhya hopes that it has provided some hope to the family, Anya with some much-needed breathing room with her husband's critical health situation and more time for the family to plan for their future. There was no doubt that with Anya's tenacity, she would continue to work hard toward caring for her family.

"I hope they are doing well and wish them all the best through this difficult journey. Their strength and resilience are very inspiring for other families and me, and I want to see how they dealt with it as a family. I hope they continue to share the closeness they have."

TOGETHER, WE BOLEH!

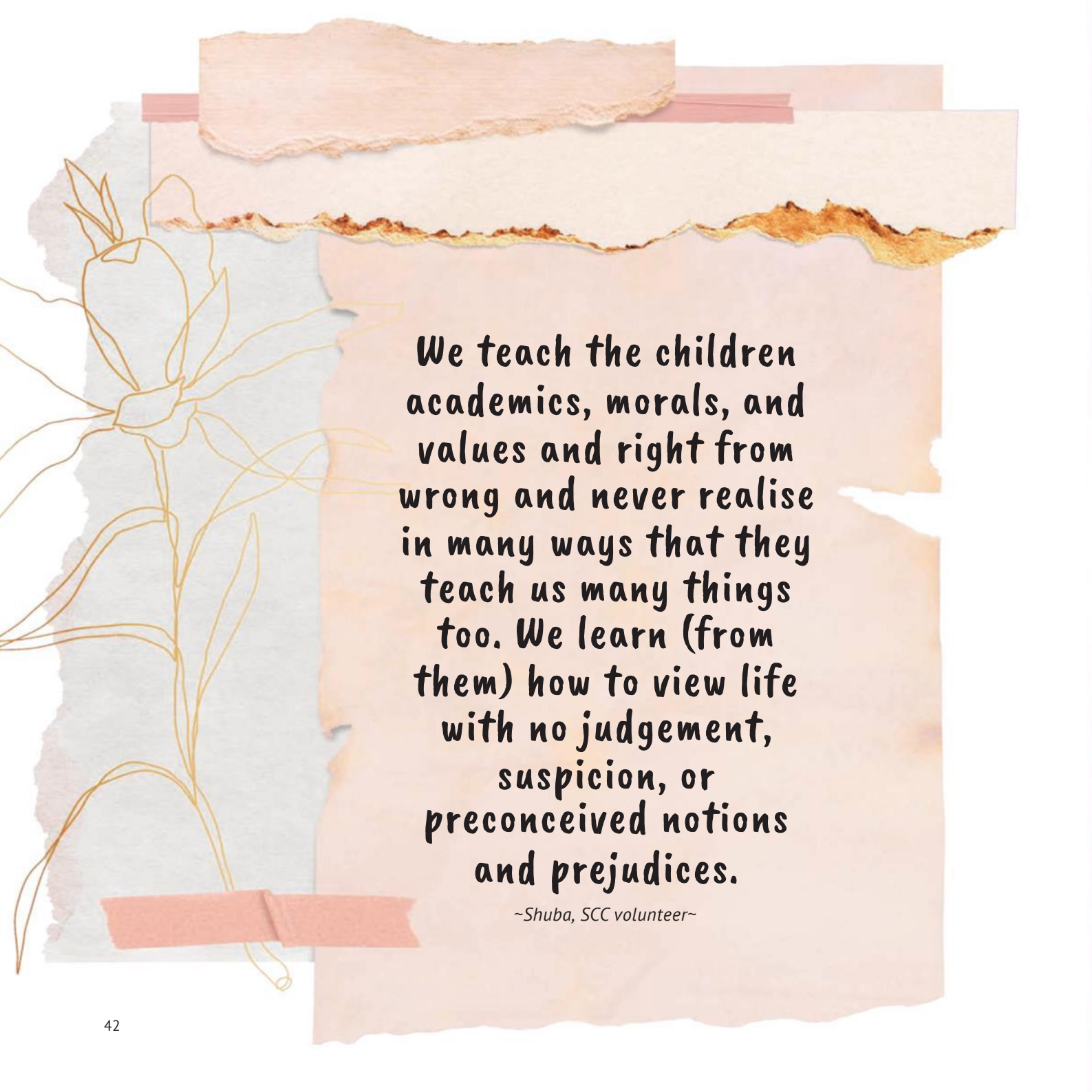
During my years as a stay home mum, I began helping at events and functions at my children's schools. When they went to secondary school, and the volunteering opportunities became scarce, I continued to help at welfare organisations, teaching children and assisting families in any way I could.

I became a volunteer with the SCC back in 2015, when they first started the Learning Kampung ("LK"). The objective of LK was to help children with their homework. Very often, the children would come to SCC after school and be tired and sometimes hungry. Providing them snacks and engaging in conversations about their school made them relax and open up slowly, building trust and rapport.

In my journey with these children, I vividly recalled one child who came from a very challenging home environment and had no interest in learning. He was articulate but way behind his peers in all subjects. We started by playing his favourite game – UNO, and he was very excited when he won several games in a row. He became animated and chatty and wanted to come to SCC weekly to play games. Gradually we reduced his playtime, and I started to do some simple English and Maths exercises with him. After several sessions, he made friends and started showing interest in his schoolwork.



*Shuba, our committed
volunteer of 7 years*



**We teach the children
academics, morals, and
values and right from
wrong and never realise
in many ways that they
teach us many things
too. We learn (from
them) how to view life
with no judgement,
suspicion, or
preconceived notions
and prejudices.**

~Shuba, SCC volunteer~

SEDAP LAH!



Ingredients:

- Beef or chicken burger patties x 2
- 1 packet Tortilla Wrap
- 2 cloves garlic
- 1 onion
- 1 tomato
- 1 cabbage
- Tomato ketchup
- Chili sauce
- Black pepper sauce (optional)



Instructions:

1. Pan fry or air-fry the burger patties till cooked and set aside to cool. Cut the patties into cubes.
2. Minced the garlic cloves.
3. Cut the tomato, cabbage, and onion into cubes.
4. Heat up a wok on medium heat. Add 4 tablespoons of cooking oil.
5. Add the minced garlic, cut onion, cabbage, and tomato, and simmer till cooked.
6. Mix the cooked vegetables and patties together.
7. Add in the tomato ketchup, chili sauce and black pepper sauce; mix well till all ingredients are covered with the sauces. Add more sauces if you prefer it to be spicier.
8. Put a piece of tortilla wrap in a heated pan and warm it on both sides for a few seconds.
9. Add the fillings into the wrap and fold it; cut the tortilla wrap in half and serve.

Community
Recipe

1

Tortilla Roll

by Juwina Binte Amir

Juwina is a community volunteer with SCC providing logistical and manpower support for events and activities in the community. She enjoys cooking for others and annoying her daughter who works in SCC.



POWER AH!



Community
Recipe



Nasi Lemak

by Siti Nur Ilfa



A. Rice:

- 3 cups white rice
- 1 cup water
- 3 cups coconut milk
- 2 pandan leaves tied
- tsp salt
- 1 large red onion
- 4 cloves garlic
- Ginger
- 1 tbsp belacan (dried shrimp paste)
- 2 tbsp sugar
- 1 tsp salt
- 1 tsp tamarind paste

B. Sambal:

- 50g dried chillies

Ilfa is a community member with SCC and since moved out to a rental flat of her own. She enjoys the satisfaction she gets from cooking for her loved ones and pinching the cheeks of her cute new-born son.

Instructions:

A. Rice

1. Wash the rice. Add the coconut milk, water and pandan leaves and leave it in the cooker to cook.
2. At the first 3 minutes mark, add salt and stir.
3. Stir every 5 minutes while it is cooking.

B. Sambal

1. Blend together the chillies, onion, garlic, ginger and belacan.
2. Add sugar, salt and tamarind paste and a half cup of water.
3. Heat oil in a saucepan at medium heat.
4. Once the pan is hot, add the blended ingredients and stir slowly.
5. While stirring, add sugar, salt, and tamarind paste.
6. Keep stirring the ingredients until you can see the oil coming up and floating above the sambal.

You can add sides such as fried egg, chicken, fish, or nuggets to serve.



- 1kg beef

Spices:

- 20 pcs small shallots
- 10 cloves of garlic
- 1.5cm ginger
- 1 nutmeg
- 4 candlenuts
- 1 tsp coriander

- 1 tsp fennel seeds
- 1 tsp white cumin
- 500ml coconut milk
- 2 packets of kerisik (toasted shredded coconut)
- 2 pcs lemongrass
- 3 lemon leaves
- 3 bay leaves



Community
Recipe

5 SHIOK LAH!

Beef Rendang

by Fitri Juliani

Fitri is a community mother who has knowledge of various recipes that she has learnt from her family in Indonesia.

Instructions:

1. Blend all the spices finely.
2. Heat oil in a pan without using too much oil.
3. When the oil is hot, add the blended spices and sauté until fragrant.
4. Add the 2 packets of kerisik to the mixture.
5. When you see the oil coming from the kerisik, add the beef and stir until the oil is absorbed.
6. Add the coconut milk and stir slowly occasionally.
7. Add the lemongrass, lemon leaves and bay leaves.
8. Lower the heat, cover the pot with a lid and let the meat simmer for 1 – 2 hours until tender and the gravy has dried up.
9. Add salt and sugar to taste.

OUR COMMUNITY WORK EFFORTS

No. of people engaged
4710

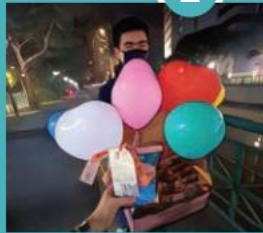
1

I WISH YOU ENOUGH 2021

2680 families engaged

18 Community Leaders Engaged

52 Volunteers supporting



2

COMMUNITY KITCHEN

117

families engaged



3

5 COMMUNITY-LED INITIATIVES

- Bubur Project
- i4Indus
- Fri-lax
- Gift Compass
- Community Garden

248 families engaged



4

GOODWILL XCHANGE

1665

families engaged



DON'T PLAY PLAY!

BOARD OF GOVERNANCE, COMMITTEES AND MANAGEMENT



Mr Stanley Tan
Chairman



Ms Woo Shea Leen
Treasurer



Mr Claus Skadkjaer
Director



Mr David Lim
Director



Mr Kwan Chong Wah
Director



Mr Soh Chee Keong
Director



Dr Tan Bee Wan
Director



Mr Chua Joan Keat
Director



Ms Laura Poh
Director



Ms Sapna Kewairamani Malhotra
Director

SUB-COMMITTEES



Chair

AUDIT

Ms Woo Shea Leen
Mr Chua Joan Keat (Aug 2021)

RESEARCH & EVALUATION

Mr Kwan Chong Wah

FINANCE

Mr Chua Joan Keat
Ms Woo Shea Leen (Aug 2021)

FUNDRAISING

Mr Claus Skadkjaer



Member(s)

Mr Soh Chee Keong
Ms Sarah Ong

Dr Tan Bee Wan

Ms Lee Wan Ting (resigned Jan 2022)
Mr Teri Tan Siew Cheng (Jan 2022)

Mr David Lim
Ms Laura Poh



Chair

NOMINATION

Mr Stanley Tan

HUMAN RESOURCE AND STRATEGY

Dr Tan Bee Wan

PROGRAMME

Mr Soh Chee Keong



Member(s)

Dr Tan Bee Wan

Ms Amy Teo

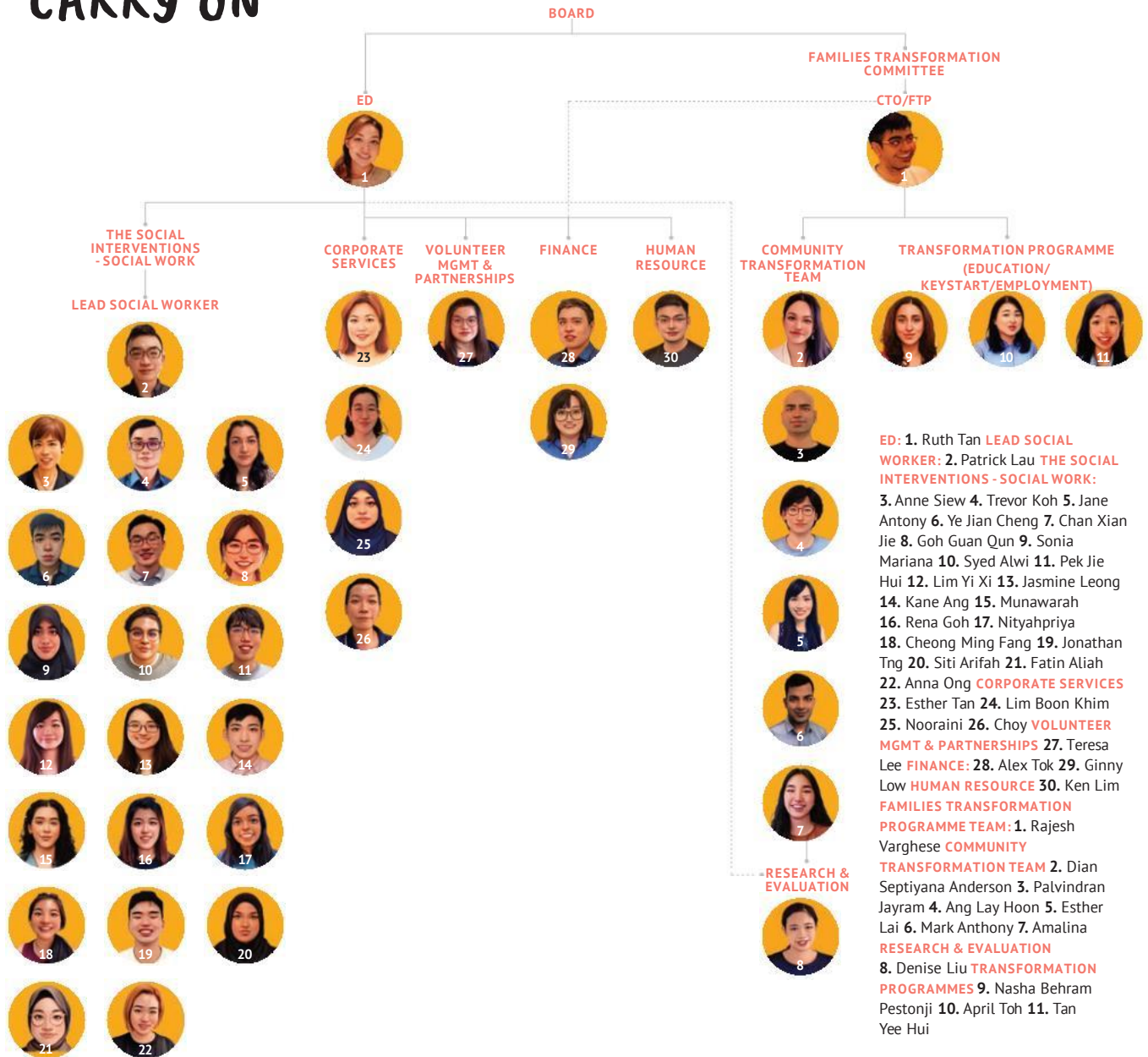
Dr Tan Bee Wan

BOARD MEETINGS: ATTENDANCE (FINANCIAL YEAR ENDED 31 MARCH 2022)

Name	Designation	Date of appointment	Date of cessation*	Attendance
Mr Stanley Tan	Chairman	11 January 2013		4/4
Mr Chua Joan Keat	Treasurer	14 August 2017		4/4
Mr Claus Skadkjaer	Director	10 May 2013		4/4
Mr David Lim	Director	10 May 2013		2/4
Mr Kwan Chong Wah	Director	9 January 2015		4/4
Mr Soh Chee Keong	Director	10 May 2013		4/4
Dr Tan Bee Wan	Director	10 May 2013		2/4
Ms Woo Shea Leen	Director	25 September 2013		4/4
Ms Laura Poh	Director	11 February 2020		3/4
Ms Sapna Kewairamani Malhotra	Director	28 April 2021		4/4

BE ZAI AND CARRY ON

SCC ONE TEAM



ED: 1. Ruth Tan **LEAD SOCIAL WORKER: 2. Patrick Lau** **THE SOCIAL INTERVENTIONS - SOCIAL WORK: 3. Anne Siew 4. Trevor Koh 5. Jane Antony 6. Ye Jian Cheng 7. Chan Xian Jie 8. Goh Guan Qun 9. Sonia Mariana 10. Syed Alwi 11. Pek Jie Hui 12. Lim Yi Xi 13. Jasmine Leong 14. Kane Ang 15. Munawarah 16. Rena Goh 17. Nityahpriya 18. Cheong Ming Fang 19. Jonathan Tng 20. Siti Arifah 21. Fatin Aliah 22. Anna Ong** **CORPORATE SERVICES 23. Esther Tan 24. Lim Boon Khim 25. Nooraini 26. Choy** **VOLUNTEER MGMT & PARTNERSHIPS 27. Teresa Lee** **FINANCE: 28. Alex Tok 29. Ginny Low** **HUMAN RESOURCE 30. Ken Lim** **FAMILIES TRANSFORMATION PROGRAMME TEAM: 1. Rajesh Varghese** **COMMUNITY TRANSFORMATION TEAM 2. Dian Septiyana Anderson 3. Palvindran Jayram 4. Ang Lay Hoon 5. Esther Lai 6. Mark Anthony 7. Amalina** **RESEARCH & EVALUATION 8. Denise Liu** **TRANSFORMATION PROGRAMMES 9. Nasha Behram Pestonji 10. April Toh 11. Tan Yee Hui**

CONFIRM. DOUBLE CONFIRM!

CODE OF GOVERNANCE EVALUATION CHECKLIST FY2020/21

S/N	Code Description	Code ID	Compliance
Board Governance			
1	Induction and orientation are provided to incoming Board members on joining the Board.	1.1.2	Complied
	Are there governing board members holding staff¹ appointments? (skip items 2 and 3 if “No”)		No
2	Staff does not chair the Board and does not comprise more than one-third of the Board.	1.1.3	
3	There are written job descriptions for the staff's executive functions and operational duties, which are distinct from the staff's Board roles.	1.1.5	
4	The Treasurer of the charity (or any person holding an equivalent position in the charity, e.g. Finance Committee Chairman or a governing board member responsible for overseeing the finances of the charity) can only serve a maximum of 4 consecutive years. If the charity has not appointed any governing board member to oversee its finances, it will be presumed that the Chairman oversees the finances of the charity.	1.1.7	Complied
5	All governing board members must submit themselves for re-nomination and re-appointment , at least once every 3 years.	1.1.8	Complied
6	The Board conducts self-evaluation to assess its performance and effectiveness once during its term or every 3 years, whichever is shorter.	1.1.12	Complied
	Is there any governing board member who has served for more than 10 consecutive years? (skip item 7 if “No”)		No

17	The Board ensures that internal controls for financial matters in key areas are in place with documented procedures .	6.1.2	Complied
18	The Board ensures that reviews on the charity's internal controls, processes, key programmes and events are regularly conducted.	6.1.3	Complied
19	The Board ensures that there is a process to identify, regularly monitor and review the charity's keys risk .	6.1.4	Complied
20	The Board approves an annual budget for the charity's plans and regularly monitors the charity's expenditure.	6.2.1	Complied
	Does the charity invest its reserves (e.g. in fixed deposits)? (skip item 21 if "No")		Yes
21	The charity has a documented investment policy approved by the Board.	6.4.3	Complied

Fundraising Practices

	Did the charity receive cash donations (solicited or unsolicited) during the financial year? (skip item 22 if "No")		Yes
22	All collections received (solicited or unsolicited) are properly accounted for and promptly deposited by the charity.	7.2.2	Complied
	Did the charity receive donations in kind during the financial year? (skip item 23 if "No")		Yes
23	All donations in kind received are properly recorded and accounted for by the charity.	7.2.3	Complied

Disclosure and Transparency

24	The charity discloses in its annual report – (a) the number of Board meetings in the financial year; and (b) the attendance of every governing board member at those meetings.	8.2	Complied
	Are governing board members remunerated for their services to the Board? (skip items 25 and 26 if "No")		No
25	No governing board member is involved in setting his own remuneration.	2.2	

Public Image

30	The charity has a documented communication policy on the release of information about the charity and its activities across all media platforms.	9.2	Complied
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Notes:

¹**Staff:** Paid or unpaid individual who is involved in the day to day operations of the charity, e.g. an Executive Director or administrative personnel.

²**Volunteer:** A person who willingly serves the charity without expectation of any remuneration.

³**Close members of the family:** A family member belonging to the Executive Head or a governing board member of a charity –

(a) who may be expected to influence the Executive Head's or governing board member's (as the case may be) dealings with the charity; or

(b) who may be influenced by the Executive Head or governing board member (as the case may be) in the family member's dealings with the charity.

A close member of the family may include the following:

(a) the child or spouse of the Executive Head or governing board member;

(b) the stepchild of the Executive Head or governing board member;

(c) the dependant of the Executive Head or governing board member.

(d) the dependant of the Executive Head's or governing board member's spouse.

⁴**Executive Head:** The most senior staff member in charge of the charity's staff.

CONFLICT OF INTEREST POLICY

Board and committee members, key management staff and those who are directly involved in SCC's procurement and payment functions are required to sign off and submit Conflict of Interest Disclosure Statement on an annual basis.

RESERVES POLICY

The Company regards its unrestricted general fund as its reserves for providing financial stability and a means for the development of its principal activity. In order to ensure that services to the beneficiaries can continue for another year or more, the Company aims to maintain its reserves together with the restricted funds at a level of at least one year of its annual operating expenditure. The Board reviews its reserve policy annually to ensure that the amount of reserves required is adequate.

ANNUAL REMUNERATION

The annual remunerations of three highest paid employees including monthly salary, annual wage supplement, variable bonus, annual performance bonus and annual employer's CPF contributions are:

S\$100,000 – S\$150,000	2
S\$151,000 – S\$200,000	1

THANK YOU HOR
THANKS SIA
THANK YOU LEH
THANKS AH
THANKS LAH

english
THANK YOU VERY MUCH!

WALL OF GRATITUDE - HEARTFELT THANKS FROM OUR COMMUNITY

Our heartfelt appreciation to our donors, communities, community partners, funding partners, volunteers, members and the SCC team for their generosity and support.

thank you letting me own this laptop, its much simpler for me, incase i have hbl.

I was feeling very helpless before this because there was no way I could have gotten a laptop on my own. And I was worried that I will not be able to do my work or attend the lessons... :(The laptop you got me has helped me so much in my studies and I have no one but you all to thank. It's hard to not tear up everytime I do my work on this because I'm so thankful. Thank you so much for all your help! How can I ever repay you.

Dear South Central Community Family Service Centre,
Thank you for the support bundle that came through!

Regards,
Goh Family

Hi Abang Syed, thank you for the laptop. I am using it to write this now. I download ni. Cantik tak? I still jaga the laptop u give bcz its precious to me and i use it for the tuition u help me get. i happy bcz can use for my school project and study also. thank you. see u soon! :)



THANKS AH! KUM SIA! TERIMA KASIH! நன்றி! 谢谢!

OUR COMMUNITY PARTNERS

- Agape
- Airbnb
- Anytime Fitness
- Arkadin Singapore
- backtgroundzero
- Bein Sport
- Beyond Social Services
- Cairnhill Community Club
- Centre for Occupational Learning & Employment (by the Singapore Red Cross)
- CLSA
- Cognizant Technologies Solutions Singapore
- Community Foundation of Singapore
- Corlison Singapore
- Curious Thoughts Academy
- Daughters of Tomorrow
- Diana Koh Foundation
- Engineering Good
- Food Bank Singapore
- Gan Eng Seng Primary School
- GYP Properties Limited
- Hatch SG
- Her Rise Above
- HIVE Communications
- Inner Wheel Singapore West
- interAktiv Technology Pte Ltd
- Ishk Tolaram Foundation
- Johnson & Johnson Singapore
- Lego Singapore
- LightsLabel SG
- Lunabelle Singapore
- Market for Good
- Marsh McLennan Social Impact
- Marshall Cavendish
- MCI Singapore
- Morgan Lewis Stamford LLC
- Mount Alvernia Hospital
- Nanyang Girls' High School
- Nanyang Girls School
- National University of Singapore (Sci@Home)
- New Hope Community Services
- Octava Foundation
- Our Savior's Church
- Owl Academy
- Pacifica Music Academy
- Play.Able (formerly Be Kind SG)
- Playeum Ltd
- Republic Polytechnic
- Sage Artelier
- SG Cares Volunteer Centre @ Bukit Merah
- SG Cares Volunteer Centre @ Kreta Ayer
- SG Primary by Appilearn
- Sheriel (Self-organised volunteer group)
- Shrimad Rajchandra Love & Care

SUPPORT US LEH!

Your support makes a difference in the lives of the low-income and vulnerable families. To contribute, here are the various channels of giving:



Thank you for your support!



SOUTH CENTRAL
COMMUNITY
FAMILY SERVICE CENTRE



VOLUNTEER WITH US

Give your time, talent and skills as a volunteer. Connect with us at volunteer@sccfsc.org.sg to find out more about our volunteering opportunities and how you can contribute as an individual or organisation.

Main FSC: 5 Delta Ave #01-09, Singapore 160005
SCC@hoyfa tt (Branch FSC): 50 Hoy Fatt Road, #01-133, Singapore 150050
IPC Status: 1 January 2021 - 31 December 2023
UEN Number: 201301276N

 www.sccfsc.sg  hello@sccfsc.org.sg  6461 9200/6259 3191

Connect With Us!

 #sccfsc  /sccfsc  /southcentralcommunityfsc  /south central community family service centre