

Annual Report 2019/20
**THYE HUA KWAN
MORAL CHARITIES LIMITED**



太和觀 THK

Touching Hearts, Changing Lives



**Touching Hearts,
Changing Lives.**

A decorative graphic on the left side of the page shows several hands in shades of light pink and red, reaching out towards the right. The hands are stylized and layered, creating a sense of depth and movement.

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**Touching Hearts,
Changing Lives.**

ABOUT US

VISION

To Serve Mankind

MISSION

We help anyone who needs help with full respect to his or her race, colour, creed, language, culture and religion.

CORE VALUES

- **H**umanity
- **E**mpathy
- **A**ccountability
- **R**espect
- **T**eamwork

TO PROMOTE

- Love and care for each other, irrespective of any differences;
- Respect for each other's race, colour, creed, language, culture and religion;
- The universal virtues of filial piety, brotherliness, loyalty, trustworthiness, propriety, righteousness, incorruptibility, decency, humanity and wisdom;
- The Oneness of mankind;
- The transcending of all differences.

OVERVIEW OF CHARITY

Thye Hua Kwan Moral Charities Limited was registered as a charity under the Charities Act (Chapter 37) since 13/10/2011 and has been accorded IPC (Institution of a Public Character) status from 18/11/2011

Unique Registration Number (UEN): 201130733N

Banker: Oversea-Chinese Banking Corporation Limited

Registered Address:

Thye Hua Kwan Moral Charities Limited

1 North Bridge Road #03-33 High Street Centre Singapore 179094

Auditor:

KPMG LLP





CHAIRMAN'S MESSAGE

Since October 2011, Thye Hua Kwan Moral Charities (**THK**MC) was incorporated as a charity with an Institution of a Public Character (IPC) status to provide multiple social and welfare services to the community at large.

THKMC has more than 60 programmes and services to serve the elderlies, families, children and youth, as well as persons with disabilities. Over the years, we have progressively grown to expand our programmes and services to meet the increasing needs of our community, as well as to reach out to more people within the community. Moreover, we ensure that help remains easily available to anyone in need.

NEW INITIATIVES

To promote active ageing for seniors and encourage intergenerational communication, 'Seeds of Love' urban farming initiative was launched on 20 July 2019. It was piloted at **THK** Chong Pang Social Service Hub, **THK** Social Service Hub @ Bukit Batok East, **THK** Seniors Services @ Taman Jurong and **THK** Young at Heart, where urban farming pipe systems were installed. With the support from Agency for Integrated Care (AIC), the systems have been planted at the various **THK** Seniors Activity Centres islandwide to engage the seniors and volunteers to form bonds during regular farming sessions.

We also took a step further in promoting the inclusion of persons with disabilities. The Prism of Hope art installation, which is the sequel of Craft of Hope, displayed 100 hanging pottery pieces crafted together by our beneficiaries from **THK** Home for Disabled @ Eunost, corporate partners and the community at the YOUTHx Festival 2019. We are deeply heartened by the support given by our corporate partners and public members, towards our beneficiaries.

THK EIPIC Division revised their vision and mission to reposition themselves in view of the EIPIC sector moving from the Ministry of Social and Family Development (MSF) to Early Childhood Development Agency (ECDA).

NEW APPOINTMENTS

In October 2019, **THKMC** was appointed by the MSF to be a Parenting Support Provider. **THK** Centre For Family Harmony @ Circuit formed partnerships with primary and secondary schools within the vicinity of Boon Lay and Taman Jurong to provide social support for parents with parenting needs through programmes such as Triple P (Positive Parenting Programme). **THKMC** was also identified by the Ministry

of Culture, Community and Youth (MCCY) to operate the SG Cares Volunteer Centre (VC) @ Boon Lay to help build volunteer management capabilities and breed a strong volunteering spirit in the Boon Lay community. SG Cares VC @ Boon Lay was officially launched on 7 December 2019, concurrently with **THK** SMILES Family Carnival.

LEADERSHIP AND GOVERNANCE

THKMC welcomed new board members, namely Mr Ardi S. Hardjoe and Mr Cheong Kah Meng. We look forward to their valuable insights and stewardship brought about by their wealth of experience to further develop our organisation strategically.

DEVELOPING OUR STAFF AND CARING FOR THE COMMUNITY

THKMC believes in developing each employee in their career growth, by enhancing their competencies and capabilities. **THiNK** Institute provides regular training programmes and workshops that are tailored to the diverse learning needs of our staff from all ranks, across various disciplines.

Moreover, we continue to care for our employees by providing a range of enhanced employee benefits. We also strive to attract and retain the best talents in order to improve our services and better serve the community at large. We believe in taking care of our employees as they serve the beneficiaries tirelessly.

We remain committed to our mission of serving anyone who needs help with full respect to his or her race, colour, creed, language, culture and religion. As we do so, we are grateful for the continuous support of the government agencies, community stakeholders, staff, donors and partners for being part of this journey to deliver care and help to the community. Let us work even closely together to develop a greater network of support for those in need.

Mr Lee Kim Siang
Chairman
Thye Hua Kwan Moral Charities

LEADERSHIP

Board Selection and Recruitment

The Foundation Member, Thye Hua Kwan Moral Society (**THKMS**) recruits and nominates between 10 and 16 Directors. The Board Members recruited are qualified individuals with different backgrounds and specialisations, collectively bringing considerable knowledge, judgement, and experience to the Board. Board members elect amongst themselves the various positions in the Board including a Chairman, Vice-Chairman, Secretary and Treasurer. The Board reviews the composition and size regularly to ensure its appropriateness. Board members serve on a voluntary basis and are not remunerated for their services. There is no **THKMC** staff on the current Board.

Name of Director	Date First Appointed	Date of Last Election of Director	Attendance at Board meetings in FY19/20	Key Directorships and Appointments in other Charities/Organisation
Mr Lee Kim Siang Chairman from 13 Oct 2011	13/10/2011	30/5/2019	4/4	<ul style="list-style-type: none"> Chairman, Thye Hua Kwan Moral Society (THKMS), and Ang Mo Kio-THK Hospital Board Member, THK Nursing Home @ Hougang Currently a member of several prominent committees, including Ministry of Community, Culture and Youth (MCCY), Inter-Religious Harmony Circle (IRHC); Ministry of Social and Family Development (MSF), Responsible Gambling Forum; Enterprise Singapore, Spring Standards Council Silver Industry Standards Committee (SISC) (2014); SingHealth Regional Health System (RHS) Community Partnership Council (CPC); and Singapore University of Social Sciences (SUSS) Board of Trustees
Mr Zulkifli Baharudin Vice-Chairman since 1 Jun 2019	10/11/2011	30/5/2019	1/4	<ul style="list-style-type: none"> Board Member, Ang Mo Kio-THK Hospital, and THK Nursing Home @ Hougang Executive Chairman, ITL Corporation Non-Executive Director, Ascott Business Trust Management Pte. Ltd., Ascott Residence Trust Management Ltd. (Singapore), Asian Plantations Ltd. (Singapore), GDS Holdings Ltd. (Shanghai, China), Global Business Integrators Pte. Ltd., Indo-Trans (Vietnam) Logistics Co. Pte. Ltd. (Singapore), LSF Capital Pte. Ltd., Omni Holdco LLC (USA), Optic Marine Singapore Pte. Ltd., Suffolk Pte. Ltd. (Singapore), SymAsia Foundation Ltd. (Singapore), Virtus Holdco Ltd. (UK), and Wealth Gate Pte. Ltd. (Singapore).
Mr Koh Juay Meng Treasurer from 1 Jun 2019	14/8/2018	30/5/2019	4/4	<ul style="list-style-type: none"> Board Member, Ang Mo Kio-THK Hospital President, RSVP Singapore

Name of Director	Date First Appointed	Date of Last Election of Director	Attendance at Board meetings in FY19/20	Key Directorships and Appointments in other Charities/Organisation
Mr Eu Yee Ming Richard Secretary from 1 Jun 2019	1/4/2013	30/5/2019	4/4	<ul style="list-style-type: none"> Chairman, THK Nursing Home @ Hougang Board Member, Ang Mo Kio-THK Hospital Non-Executive Chairman, Eu Yan Sang International Ltd. Chairman, SUSS Board of Trustees Director, Family Business Network Asia Ltd., Dragonfly Education Holdings Pte. Ltd., Future Ready Alliance Pte. Ltd., Nippon Life India Asset Management (Singapore) Pte. Ltd., and Vanda Global Capital Pte. Ltd. Independent Non-Executive Director, Broadway Industrial Group Ltd., and Tuan Sing Holdings Ltd.
Mr Goh Tok Mong	13/10/2011	30/5/2019	3/4	<ul style="list-style-type: none"> Vice-Chairman, THKMS Board Member, THK Nursing Home @ Hougang Vice-Chairman, Chee Hia Kog Moral Society Hon. Secretary, Singapore Federation of Moral Missions, The Vice-Chairman, Theng Hai Huay Kuan Adviser, Chung-Lim Community Oversea Association
Mr James Koh Cher Siang	10/11/2011	30/5/2019	2/4	<ul style="list-style-type: none"> Board Director, United Overseas Bank Ltd., and Capitaland Hope Foundation Deputy Chairman, Pioneers Generation Appeals Committee Member of Independent Review Committee, Ministry of Home Affairs
Ms Cheah Sheau Lan	1/4/2013	30/5/2019	2/4	<ul style="list-style-type: none"> Board Member, THK Nursing Home @ Hougang Board Member, Tsao Foundation Audit Committee Member, SingHealth Fund Ltd. Committee Member, Humanitarian Assistance and International Relief of the Singapore Red Cross Society.
Mr Ng Kok Kiang Lawrence	1/4/2016	30/5/2019	4/4	<ul style="list-style-type: none"> CEO, THKMS Board Member, THK Nursing Home @ Hougang
Mr Ong Ser Huan	1/6/2017	30/5/2019	3/4	<ul style="list-style-type: none"> Board Member, Audit Committee Chairman, and HR & Establishment Committee Member, Ang Mo Kio-THK Hospital Board Member and Audit Committee Chairman, THK Nursing Home @ Hougang Vice-Chairman, THKMS, Banyan Home @ Pelangi Village, and Chee Hoon Kog Moral Promotion Society Chairman, Chee Hoon Kog Nursing Home, Serangoon Moral Family Service Centre, and Enkon International Consulting Engineers Pte. Ltd.

Name of Director	Date First Appointed	Date of Last Election of Director	Attendance at Board meetings in FY19/20	Key Directorships and Appointments in other Charities/Organisation
Mr Chang Long Jong	1/10/2017	30/5/2019	3/4	<ul style="list-style-type: none"> Board Member, THK Nursing Home @ Hougang Group Chief Executive Officer, mm2 Asia Ltd. Board Member, Vividthree Holdings Ltd.
Mr Ching Chiat Kwong	14/8/2018	30/5/2019	0/4	<ul style="list-style-type: none"> Vice-Chairman, THKMS, and THK Nursing Home @ Hougang Board Member, Ang Mo Kio-THK Hospital Executive Chairman & CEO, Oxley Holdings Ltd.
Mr Koh Poh Kwang	27/9/2018	30/5/2019	0/4	<ul style="list-style-type: none"> Hon. Chairman, Whampoa Constituency Citizens' Consultative Committee Advisor, Singapore Koh Clan Association, Tio Ann Third District Association, Sunshine Arts and Culture Society, Nam Hai Keing, and Whampoa Merchants' Association
Mr Shawn Ching Wei Hung Alternate Board Member to Mr Ching Chiat Kwong	1/11/2018	30/5/2019	1/4	<ul style="list-style-type: none"> Executive Director and Group General Manager, Oxley Holdings Ltd.
Mr Ang Seong Kang Samuel	31/3/2019	30/5/2019	4/4	<ul style="list-style-type: none"> Board Member and Member of Technology Committee, Ang Mo Kio-THK Hospital Chairman, Neubits Pte. Ltd., and Radium Investments Pte. Ltd.
Mr Ramasamy Dhinakaran	10/7/2019	30/5/2019	3/3	<ul style="list-style-type: none"> Managing Director, Jay Gee Group of Companies President, Singapore Retailers Association Vice-Chairman, Hindu Endowments Board Board of Trustees, SUSS Council Member, Singapore Business Federation, and The Advisory Council on Community Relations in Defence (ACCORD)
Mr Ardi Saban Hardjoe	20/11/2019	30/5/2019	2/2	<ul style="list-style-type: none"> CEO and Member of Finance & HR Committees, Ang Mo Kio-THK Hospital CEO, THK Nursing Home @ Hougang Management Committee Member, THK Angsana Home @ Pelangi Village, and THK Moral Welfare Home Director, Super Talent Child Care Ltd. Member, THKMS
Mr Cheong Kah Meng	16/5/2020	N/A	N/A	<ul style="list-style-type: none"> Superintendent, Banyan Home @ Pelangi Village

LEADERSHIP

Board Of Directors



LEADERSHIP

Committee Members

BOARD COMMITTEES

The Board delegated its powers to the following committees and made standing orders and terms of reference to regulate the duties of such committees to oversee its management and operations and attain objectives of **THKMC**:

- i. Finance;
- ii. Audit & Risk;
- iii. Human Resource;
- iv. Programmes & Services;
- v. Investment;
- vi. Technology;
- vii. Tender Award; and
- viii. Fundraising.

All Committee members are appointed by the Board and are accountable to the Board. The decisions of the Committee are to be reported at Board meetings. Each Committee has established a set of Terms of Reference documenting its powers, reporting line, composition, responsibilities, and meeting proceedings. The full Terms of Reference for all Board Committees are available at **THKMC**'s website at www.thkmc.org.sg. All Board and Committee members meet at least 4 times a year, with additional meetings at the discretion of the Committees.

All Committee Meeting agendas are prepared and provided in advance to members, along with appropriate briefing materials. Approved minutes of the meetings of the Committees are furnished and circulated to the Board for information.

FINANCE COMMITTEE assists the Board in overseeing the organisation's finances, with regular reporting to the Board. The Committee is delegated with the authority for some financial decision-making in financial matters. The roles of the Finance Committee are to advise and assist the Board in achieving the financial policies and objectives of the charity, including specific actions required, ensure that commitments for capital expenditures are within the resources, adequate financial controls for the implementation of the policies and decisions adopted by the Board, including budgetary matters.

AUDIT AND RISK COMMITTEE assists the Board in fulfilling its corporate governance and oversight responsibilities in relation to **THKMC**'s financial reporting, internal control structure, risk management systems, internal and external audit functions. The Audit and Risk Committee is also responsible for providing advice and overall guidance to **THKMC** Management on matters relating to Enterprise Risk Management (ERM). **THKMC** strives to uphold the value of trust expected of us from all stakeholders. By constantly looking out for areas that require improvement, we confidently embrace a holistic ERM approach which acts as a key enabler to the success of **THKMC** delivering its service safely and at its best.

HUMAN RESOURCE COMMITTEE assists the Board in its management of the organisation's human resource policies and remuneration review.

PROGRAMMES AND SERVICES COMMITTEE assists the Board in overseeing strategic initiatives and opportunities, including overseeing the development and implementation of **THKMC**'s new and existing programmes.

INVESTMENT COMMITTEE manages and invests funds allocated by the Board with the main objective of preservation of capital and recommends to the **THKMC** Board on appropriate investment policies. It also establishes an investment plan based on the **THKMC** investment policies, and approves acquisitions and disposals of **THKMC**'s investments. Moreover, the Committee monitors and evaluates the performance of **THKMC**'s investments and fund managers or advisors, as well as the appointment and removal of fund managers or investment advisors. The Committee reports to the **THKMC**'s Board at least quarterly on the status of the funds invested.

TECHNOLOGY COMMITTEE assists the Board to oversee technology-related matters, advises **THKMC** senior management team, and ensures that **THKMC**'s technology programmes support its business objectives and strategies, and provide appropriate data security and privacy.

TENDER AWARD COMMITTEE supports and advises the Board on the procurement process to ensure value-for-money and that it is fair, transparent, and competitive; and to mitigate the risk of fraud. It assists and is mandated by the Board to review tenders or other means of procurement, above the threshold approved by the Board.

FUNDRAISING COMMITTEE assists and is mandated by the Board to oversee the fundraising activities of the organisation, with regular reporting to the Board.



LEADERSHIP

Committee Members And Attendance (For FY19/20)

FINANCE COMMITTEE		
Appointment	Name	Meeting Attendance
Chairman	Mr Lee Kim Siang	4/4
Member	Ms Cheah Sheau Lan	3/4
Member	Mr Koh Juay Meng (wef 1 Jun 2019)	3/3
Member	Mr Zulkifli Bin Baharudin	3/4

AUDIT & RISK COMMITTEE		
Appointment	Name	Meeting Attendance
Chairman	Mr Eu Yee Ming Richard	4/4
Member	Mr Lee Kim Siang	4/4
Member	Mr Ramasamy Dhinakaran (wef 23 Aug 2019)	2/2

HUMAN RESOURCE COMMITTEE

Appointment	Name	Meeting Attendance
Chairman	Mr Chang Long Jong	4/4
Member	Mr Ang David	4/4
Member	Mr Ang Seong Kang Samuel	4/4
Member	Mr Goh Tok Mong	3/4
Member	Mr Ng Kok Kiang Lawrence (wef 1 Aug 2019)	3/3

PROGRAMMES & SERVICES COMMITTEE

Appointment	Name	Meeting Attendance
Chairman	Mr James Koh Cher Siang	4/4
Member	Ms Cheah Sheau Lan	4/4
Member	Mr Eu Yee Ming Richard	3/4
Member	Mr Lee Kim Siang	4/4
Member	Mr Ng Kok Kiang Lawrence	4/4

INVESTMENT COMMITTEE

Appointment	Name	Meeting Attendance
Chairman	Mr Phillip Tan Eng Seong	5/5
Member	Ms Cheah Sheau Lan	5/5
Member	Mr Lee Kim Siang	4/5

TECHNOLOGY COMMITTEE

Appointment	Name	Meeting Attendance
Chairman	Mr Ang Seong Kang Samuel	4/4
Member	Mr Bruno Lopez	2/4
Member	Mr Dennis Ang	2/4
Member	Mr Koh Juay Meng	4/4
Member	Prof Alex Siow (wef 1 Apr 2020)	N/A

TENDER AWARD COMMITTEE

Appointment	Name	Meeting Attendance
Chairman	Ms Cheah Sheau Lan	Decisions on tender matters and tender awards are by circulation of the necessary documents, including tender proposals and recommendations. Tender matters and awards are resolved and approved upon the written approval of all members of the Committee.
Member	Mr Goh Tok Mong	
Member	Mr Lee Kim Siang	

LEADERSHIP

Corporate Profile: Organisation Chart

NAME	CURRENT APPOINTMENT	DIVISION
Mr Lum Hon Fye	Chief Executive Officer (Tenure from 1 Nov 2019 to 11 Sep 2020)	-
Mr Jason Lee	Chief Operating Officer	-
Mr Teo Choon Chuan	Divisional Director	Admin and Projects
Mr Ong Kam Chow	Divisional Director	Finance
Ms Jasmine Chan	Divisional Director (wef 2 Jan 2020)	Human Resource / TH ink Institute
Ms Amy Koh	Divisional Director	THK Elderly Services
Mr Andy Lee	Assistant Divisional Director	THK Home Care & Home Help Services
Dr Katijah Dawood	Divisional Director	THK Family Services
Mr Cyril Tee	Divisional Director	THK Therapy Services
Ms Agatha Tan	Divisional Director	THK Homes For Disabled
Ms Low Hwee San	Divisional Director (wef 1 Apr 2019)	THK EIPIC Services
Ms M.N Fatima	Director (wef 1 Jul 2020)	Programme Development and Innovation

GOVERNANCE

THKMC Board

With the organisation's vision to serve mankind, it is committed to good governance for effectiveness, sustainability, and integrity in gaining trust from the public, donors, and funders. The Board takes guidance from the Commissioner of Charities on all legislations to be observed and compiled for its large charity organisation. Policies and procedures that set out the necessary practices, checks and controls to manage its operations are put in place in accordance with the Code of Governance for Charities & Institutions of a Public Character regulations and additional requirements under the Charities (Large Charities) Regulations among other legislations.

TERM OF OFFICE

All Board members hold office for a period of one (1) year. With the exception of Treasurer, Board members may be re-appointed from year to year. Where Board members continue to serve after ten (10) consecutive years, the reasons for retaining the Board member(s) will be disclosed in the Annual Report.

Treasurer

The Treasurer will not hold office for more than four (4) consecutive years. However, the re-appointment to this position can be considered after a lapse of at least two (2) years.

Vacation of Office of Board member

The office of a Board member will be vacant in any one of the following events, namely:

a) If he ceases to be a Board member by virtue of the Act; or

b) If he becomes bankrupt or makes any arrangement or composition with his creditors generally; or

c) If he becomes prohibited from being a Board member by reason of any order made under the Act; or

d) If he becomes of unsound mind or is liable to be dealt with in any way under the law relating to mental disorder; or

e) If he, subject to Section 145 of the Companies Act, resigns his office by notice in writing to **THKMC**; or

f) If he is absent for more than twelve (12) months without permission of the Board members from meetings of the Board held during that period.

g) If he becomes disqualified from being a Board member by virtue of Section 148, 149, 154 and 155 of the Companies Act.

THKMC may by Ordinary Resolution remove any Board member before the expiration of his or her period of office and may by Ordinary Resolution appoint another person in his stead.

BOARD INDUCTION

Induction is provided to incoming Board members by the Board Chairman or CEO. This includes a briefing on the duties as a Board member and how to discharge those duties, and an orientation programme to ensure that they are familiar with the charity's work and governance practices.

Board members will familiarise themselves with the Governance Manual and the relevant policies. Clarifications may be sought from the Board Chairman or CEO.

BOARD TRAINING AND DEVELOPMENT

Board members are required to possess the core competencies necessary for effective governance, achieve these competencies and strive to attend suitable training or development courses to attain these, as necessary.

The Administration Department from time to time, will recommend suitable training & development opportunities that Board members may consider. At the same time, Board members may request and/or be invited to participate in internal and/or external training.

The Administration Department maintains a record of all training attended by Board members for record keeping.

POWERS AND DUTIES OF THE BOARD

The key roles of the Board are to:

- a) ensure that there are adequate resources to sustain operations and that such resources are effectively and efficiently managed.
- b) review, adopt and monitor a strategic plan to ensure that **THKMC**'s activities are in line with its objectives.
- c) ensure that there is adequate reporting to relevant stakeholders about how **THKMC**'s strategic plan and programmes are implemented, as well as the outcomes.
- d) ensure that **THKMC**'s programmes and activities are carefully planned, tracked, and reviewed to ensure that they are relevant to the mission and vision of **THKMC**.
- e) ensure that **THKMC** has policies in place for the staff and volunteers who run its operations and programmes.
- f) ensure that **THKMC** spends its resources on ways to further its charitable purposes. The Board approves instances where **THKMC** provides loans, donations, grants, or financial assistance which are not part of its core charitable programmes.

g) ensure that there is a process to identify, regularly monitor and review **THKMC**'s key risks. This covers mitigating measures and controls for all key risks.

h) ensure that **THKMC**'s facilities and assets are efficiently and effectively utilised.

i) approve an Investment Policy, where applicable, where the Board may from time to time set aside out of the surplus of **THKMC** such sums as they think proper as reserves.

j) ensure that its fundraising activities preserve the integrity and transparency of **THKMC**.

k) ensure that **THKMC** is transparent and accountable in its operations and provides information about its mission, structure, programmes, activities, and finances, as well as be responsive to requests for information.

l) exercise independent judgement in decision making.

m) ensure full compliance and to carry out the duties of the Board in accordance to all applicable laws, regulations, and guidelines.

From time to time, the Board reviews and updates the Memorandum of Association and Articles of Association to ensure that it remains relevant.

MATTERS RESERVED FOR THE BOARD

The following matters, including any others as may be determined by the Board, are the responsibility of the Board. Management consults and seeks Board's approval for the following areas:

- a) Overall direction of **THKMC**;
- b) Approval of **THKMC** strategy, vision, and mission;
- c) Approval of annual budget;
- d) Approval of new programmes;
- e) Appointment of Board members, Board Committee members, External Auditors, CEO, Company Secretary and key management personnel;
- f) Receiving reports and reviewing the effectiveness of **THKMC**'s risk and control processes to support its strategy and objectives;
- g) Approving procedures for the detection of fraud and the prevention of bribery; and
- h) Any other matters which are required to be approved by the Board pursuant to the applicable rules, laws, and regulations. Key management personnel having the authority and responsibility for planning, directing, and controlling activities of **THKMC** are as follows:
 - a) Board members;
 - b) Chief Executive Officer;
 - c) Chief Operating Officer; and
 - d) Divisional Director (Finance)

GOVERNANCE

Board Members' Remuneration and Benefits

BOARD MEMBERS' REMUNERATION AND BENEFITS:

- Board members serve on a voluntary basis and receive no remuneration for their services.

REMUNERATION OF THREE HIGHEST PAID STAFF:

Remuneration Band	No. of Staff
\$50,000 to \$100,000	-
\$100,000 to \$200,000	1
\$200,000 to \$300,000	2

NUMBER OF PAID STAFF WHO ARE CLOSE MEMBERS OF THE FAMILY OF THE EXECUTIVE HEAD OR BOARD MEMBERS, WHO EACH RECEIVES REMUNERATION EXCEEDING \$50,000 DURING THE YEAR, IN BANDS OF \$100,000:

Remuneration Band	No. of Staff	Name of Executive Head Or Board Member with whom the staff is a close family member
\$50,000 to \$100,000	0	-
\$100,000 to \$200,000	1	Mr Lee Kim Siang
\$200,000 to \$300,000	1	Mr Lee Kim Siang

PARTIES INVOLVED IN SETTING REMUNERATION IN KEY STAFF:

- The HR Committee is responsible for the setting of remuneration for C-Suite staff such as CEO and COO. CEO is responsible for setting the remuneration for Divisional Directors while getting the final approval by the HR Committee.

GOVERNANCE

Financial Management and Internal Control

INTERNAL CONTROL SYSTEMS FOR FINANCIAL MATTERS IN KEY AREAS:

- The Board ensures that internal controls for financial matters in key areas are in place with documented procedures.
- The Board ensures that reviews on the charity's internal controls, processes, key programmes and events are regularly conducted.
- The Board reviews and approves the annual budget prepared by management.

RESERVES POSITION AND POLICY:

- The reserves of the Company provide financial stability and the means for the development of the Company's activities. The Company intends to maintain the reserves at a level sufficient for its operating and long-term charitable needs. The Board reviews the level of reserves regularly for the Company's continuing obligations.
- The Organisation reserve management objectives are to maintain strong and healthy capital ratios in order to support its operations.
- The Organisation aims to maintain sufficient level of accumulated funds to meet three years of its budgeted operating expenditure. The Organisation regularly reviews and manages its reserves to ensure optimal capital structure, taking into consideration the future capital requirements of the Organisation's projected profitability and project operating cash flows.

GOVERNANCE

Financial Management and Internal Control

PURPOSE, AMOUNT AND PLANNED TIMING OF USE FOR RESTRICTED FUNDS:

- Restricted reserve/fund policy is disclosed in the Organisation's Audited Financial Statements. All restricted reserves/funds are disclosed by funders, amount and purpose. Restricted funds/reserves are funds/reserves ring-fenced within the individual programme. **THKMC** does not have an Endowment Fund.

INVESTMENT POLICY:

- The Board, having considered the financial position of the Company and as recommended by the Finance Committee, allocates funds available to the Investment Committee for investments. The Investment Committee manages these funds with the main objective of capital preservation while targeting fair returns based on prevailing economic and market conditions, investment risks and approved investment guidelines. Investments shall have sufficient liquidity for timely divestment when the needs arise. The investments, including any appointed professional investment managers, are monitored and reviewed regularly. All investments are disclosed in the financial statements as required under the appropriate accounting policies and standards.

POLICY FOR MAKING DONATIONS TO EXTERNAL PARTIES:

- **THKMC** does not make donations to external parties.

GOVERNANCE

Conflict of Interest Policy


All Board members and staff are required to comply with the charity's Conflict of Interest policy. The Board has put in place documented procedures for Board members and staff to declare actual or potential conflicts of interests upon appointment, annually and need-to basis. Board members also abstain and do not participate in decision-making on matters where they have a conflict of interest. The full policy document can be found at www.thkmc.org.sg.

Risk Management

THKMC strives to uphold the value of trust expected from all stakeholders. By constantly looking out for areas that require improvement, **THKMC** confidently embraces a holistic approach to Enterprise Risk Management which acts as a key enabler to the success of the Organisation delivering its service safely and at its best. Regular monitoring and periodic review of risk exposures underline the positive development of the risk management effort. **THKMC** will relentlessly improve ourselves and this in essence, makes us ready to respond to any untoward event spontaneously and eventually creates a positive experience for our clients, our employees, our volunteers and our funders.

Whistle Blowing Policy

THKMC has in place, a whistle blowing policy to address concerns about possible wrong-doing or improprieties in financial or other matters within the charity. The full policy document can be found at www.thkmc.org.sg.



GOVERNANCE

Evaluation Checklist (Advanced Tier – applicable to large IPCs with gross annual receipts or total expenditure of \$10 million or more)

The Governance Evaluation Checklist (GEC) was introduced by the Charity Council for charities and IPCs to self-evaluate the extent of its compliance with essential guidelines in the Code of Governance. **THKMC's** GEC for FY19/20 was declared as follows:

Please note that this checklist is based on the Code of Governance (2017).

S/N	Code guideline	Code ID	Response (select whichever is applicable)	Explanation (if Code guideline is not complied with)
Board Governance				
1	Induction and orientation are provided to incoming governing board members upon 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	NA	
3	There are written job descriptions for the staff's executive functions and operational duties, which are distinct from the staff's Board role.	1.1.5	NA	

S/N	Code guideline	Code ID	Response (select whichever is applicable)	Explanation (if Code guideline is not complied with)
4	<p>There is a maximum limit of four consecutive years for the Treasurer position (or equivalent, e.g. Finance Committee Chairman or person on Board responsible for overseeing the finances of the charity).</p> <p>Should the charity not have an appointed Board member, it will be taken that the Chairman oversees the finances.</p>	1.1.7	Complied	
5	All Board members submit themselves for re-nomination and re-appointment, at least once every 3 years.	1.1.8	Complied	
6	The Board conducts regular 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 Board member(s) who has served for more than 10 consecutive years? (skip item 7 if "No")		No	
7	The charity discloses in its annual report the reasons for retaining the Board member(s) who have served for more than 10 consecutive years.	1.1.13	NA	
8	There are documented terms of reference for the Board and each of its Board committees.	1.2.1	Complied	
Conflict of Interest				
9	There are documented procedures for Board members and staff to declare actual or potential conflicts of interest to the Board at the earliest opportunity.	2.1	Complied	
10	Board members do not vote or participate in decision-making on matters where they have a conflict of interest.	2.4	Complied	

S/N	Code guideline	Code ID	Response (select whichever is applicable)	Explanation (if Code guideline is not complied with)
Strategic Planning				
11	The Board periodically reviews and approves the strategic plan for the charity to ensure that the activities are in line with its objectives.	3.2.2	Complied	
12	There is a documented plan to develop the capacity and capability of the charity and the Board monitors the progress of the plan.	3.2.4	Complied	
Human Resource and Volunteer² Management				
13	The Board approves documented human resource policies for staff.	5.1	Complied	
14	There is a documented Code of Conduct for Board members, staff and volunteers (where applicable) which is approved by the Board.	5.3	Complied	
15	There are processes for regular supervision, appraisal and professional development of staff.	5.5	Complied	
	Are there volunteers serving in the charity? (skip item 16 if "No")		Yes	
16	There are volunteer management policies in place for volunteers.	5.7	Complied	

S/N	Code guideline	Code ID	Response (select whichever is applicable)	Explanation (if Code guideline is not complied with)
Financial Management and Internal Controls				
17	There is a documented policy to seek the Board's approval for any loans, donations, grants or financial assistance provided by the charity which are not part of the charity's core charitable programmes.	6.1.1	Complied	
18	The Board ensures internal controls for financial matters in key areas are in place with documented procedures.	6.1.2	Complied	
19	The Board ensures reviews on the charity's internal controls, processes, key programmes and events are regularly conducted.	6.1.3	Complied	
20	The Board ensures that there is a process to identify, and regularly monitor and review the charity's key risks.	6.1.4	Complied	
21	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, including fixed deposits? (skip item 22 if "No")		Yes	
22	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 23 if "No")		Yes	

S/N	Code guideline	Code ID	Response (select whichever is applicable)	Explanation (if Code guideline is not complied with)
23	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 year? (skip item 24 if "No")		Yes	
24	All donations-in-kind received are properly recorded and accounted for by the charity.	7.2.3	Complied	
Disclosure and Transparency				
25	The charity discloses in its annual report: (i) the number of Board meetings in the year; and (ii) individual Board Member's attendance.	8.2	Complied	
	Are Board members remunerated for their Board services? (skip items 26 and 27 if "No")		No	
26	No Board member is involved in setting his own remuneration.	2.2	NA	
27	The charity discloses the exact remuneration and benefits received by each governing board member in its annual report. <u>OR</u> The charity discloses that no Board members are remunerated.	8.3	NA	
	Does the charity employ paid staff? (skip items 28, 29 and 30 if "No")		Yes	

S/N	Code guideline	Code ID	Response (select whichever is applicable)	Explanation (if Code guideline is not complied with)
28	No staff is involved in setting his own remuneration.	2.2	Complied	
29	The charity discloses in its annual report: (i) The total annual remuneration (including any remuneration received in its subsidiaries) for each of its three highest paid staff, who each receives remuneration exceeding \$100,000 in bands of \$100,000; and (ii) if any of the three highest paid staff also serves on the Board of the charity. <u>OR</u> The charity discloses that none of its paid staff receives more than \$100,000 each in annual remuneration.	8.4	Complied	
30	The charity discloses the number of paid staff who are close members of the family of Executive Head or Board Members, who each receives remuneration exceeding \$50,000 during the year, in bands of \$100,000. <u>OR</u> The charity discloses that there is no paid staff who are close members of the family ³ of the Executive Head ⁴ or Board member who receives more than \$50,000 during the year.	8.5	Complied	
Public Image				
31	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	

Notes:

1 Staff: Paid or unpaid individuals who are involved in the day-to-day operations of the charity, e.g. an Executive Director or Administrative personnel.

2 Volunteer: Persons who willingly give up time for charitable purposes, without expectation of any remuneration. For volunteers who are involved in the day-to-day operations of the charity, they should also abide by the best practices set out in the Code applicable to 'staff'.

3 Close members of the family: Those family members who may be expected to influence, or be influenced by, that person in their dealings with the charity. In most cases, they would include:

- That person's children and spouse;
- Children of that person's spouse; and
- Dependants of that person or that person's spouse.

PROGRAMME AND ACTIVITIES

Caring For Our Seniors

*Programmes And Services
For The Elderly*



CARING FOR OUR SENIORS

Programmes And Services For The Elderly



Seniors at **THK** Indus Moral CARE doing some stretching exercises

THK SENIORS ACTIVITY CENTRES (SACs)

integrate elderly (aged 60 years and above) into the mainstream community. Besides wellness programmes such as exercises and basic health screenings, there are also recreational and enrichment activities to engage the seniors. These activities serve to prevent social isolation and improve their emotional, cognitive, social and physical well-being. SACs also work closely with community partners such as Community Development Councils and hospitals to run regular programmes like Community Nurse Posts and Share A Pot. Community Nurse Posts, conveniently located within **THK** SACs, support seniors who require follow-up medical service with scheduling or rescheduling of their medical appointments, monitoring of blood pressure, medication compliance and health awareness talks.

Share a Pot programme gets volunteers and seniors to gather together to cook a pot of nutritious soup that they can enjoy after their exercise session. This programme encourages bonding and building of relationships.

The centres also manage emergency alert response calls.

Four of **THK**'s Seniors Activity Centres run the Drop-In Disability Programme (DDP). This programme aims to keep adults with disabilities meaningfully engaged with a variety of activities such as outings and practising Activities of Daily Living. This programme also helps to foster integration between persons with disabilities and the community. Moreover, DDP offers caregivers short periods of respite from caregiving duties.



Clients from **THK** DDP @ SAC AMK 645 with their caregivers and volunteers on an outing to The Bicentennial Experience exhibition

OCBC beneficiaries Bicentennial Experi

Singapore

OCBC Bank group CEO, Samuel Tsien, staff volunteers and 55 vulnerable seniors and youths from Thye Hua Kwan Moral Charities, Care Corner Singapore and the Movement for the Intellectually Disabled of Singapore (MINDS) were among the first to attend a series of previews, which started from Monday, of *From Singapore to Singaporean: The Bicentennial Experience*.

The group enjoyed an hour-long multi-sensory depiction of Singapore's 200-year history in the Time Traveller show within Fort Canning Centre before viewing interactive exhibits at Pathfinder, which is located within Fort Gate.

OCBC Bank's group CEO, Mr Tsien, said: "The Experience presents a succinct, multi-sensory and impactful depiction of Singapore's history and lauds ordinary Singaporeans' contributions towards nation-building. I believe our guests, especially the seniors, deserve recognition for their past contributions towards Singapore's success too."

"The show serves as meaningful reminder of how far Singapore has come; and I hope it will spur everyone, young and old, to continue to give their best to society and the country."

For 69-year old Wong Kwai Ying, who is under the care of THKMC, the show brought back poignant memories of the



1960s, when Singapore had just gained independence.

"We worked hard to provide for our families and prospered along with Singapore. I remember my family moving into our first HDB flat. We had water at the turn of a tap and food on the table because there we

' preview visit to ence



Rain experience indoors is the highlight of OCBC's beneficiaries' preview visit to the Bicentennial Experience. OCBC Bank group CEO, Samuel Tsien (3rd from right), with OCBC staff, together with Wong Kwai Ying (extreme right) and Ong Wei Xiang (extreme left).

PHOTO: OCBC

jobs. Look how far Singapore has come!" Many of OCBC Bank's guests gave feedback that the highlight for them was Act 5 of the Time Traveller show where visitors walked through a rain-generated hall that features the contributions of ordinary Singaporeans. Visitors were given umbrel-

las before the rain came down, commemorating Singapore's National Day in 1968 where the celebration parade continued despite heavy rains.

As Ong Wei Xiang, who is under the care of MINDS sums it: "I'm happy I came here," he said.

Article reproduced
from The Straits Times

Published on 15 May 2019



A caseworker from **THK Cluster Support @ Bedok** conducting a home visit with a senior

THK CLUSTER SUPPORT provides social support through monitoring, casework management and counselling services to vulnerable seniors with little or no family support. Our case workers also help to coordinate appropriate services to meet their care needs. The aim is to enable these seniors to age-in-place and remain integrated within the community for as long as possible.

This programme also oversees the training and deployment of volunteers to conduct home visits to monitor the well-being of these frail and vulnerable seniors who are socially isolated.

THK Cluster Support also runs the **THK Caring Assistance from Neighbours (CAN)** programme. Under this programme, volunteers, known as

the **CAN Carers**, visit the seniors at their homes regularly to provide social and emotional support. Moreover, these regular home visits ensure the seniors' overall well-being, and help to identify signs of self-neglect or health deterioration to ensure timely intervention.

THK COMMUNITY RESOURCE, ENGAGEMENT AND SUPPORT TEAMS (CREST) is a network of support intended to reach out to seniors who may be at risk of or are diagnosed with mental conditions such as dementia and depression. This support aims to provide clients and caregivers with awareness for early recognition of the signs and symptoms of mental health conditions, resources such as where to seek help and timely treatment. **THK CREST** also provides the caregivers with basic emotional support.



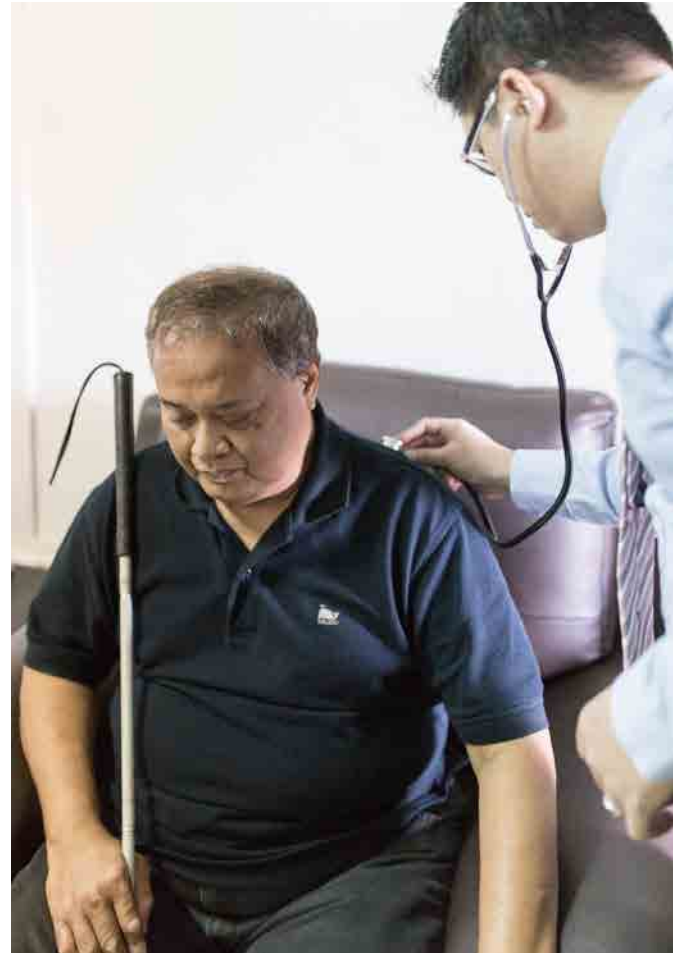
THK CREST staff doing basic dementia screening with a senior

THK HOME HELP SERVICES run the Meals on Wheels (MOW) and Medical Escort & Transport (MET) services. MOW prepares and delivers meals to frail or elderly clients. Additionally, MET provides medical escort services for the elderly, to accompany them safely for medical appointments and follow-up visits.



Staff from **THK Home Help Services** accompanying a senior for medical appointment as they assist him onto the Medical Escort & Transport (MET) van

THK HOME CARE SERVICES provide a comprehensive range of home-based care services to adults with disabilities and elderly. The services provided include Home Health Services (HH), Home Personal Care Services (HPC) and Interim Caregiver Services (ICS).



A staff from **THK Home Care Services** conducting a medical checkup for a client

» **Home Health Services (HH)** provide the elderly with home medical or home nursing services. These services help patients to manage chronic illnesses, prevent repeated hospitalisation, reduce caregiver stress, and delay admission to healthcare institutions.

» **Home Personal Care Services (HPC)** offer assistance in personal hygiene care, medication care, mind simulation activities and simple prescribed exercises. Additionally, this service provides elder-sitting and caregiver respite, as well as carrying out simple errands.

» **Interim Caregiver Services (ICS)** reach out to patients pending discharge from Restructured or Community Hospitals, while long-term care arrangements are being made. These services offer assistance in personal hygiene, monitoring of vital signs, cognitive and physical activities.



*Befrienders and befriendees from **THK** CBP @ Boon Lay, Bukit Batok East and Taman Jurong during an outing to Gardens by the Bay*

THK COMMUNITY BEFRIENDING PROGRAMME (CBP)

provides psycho-social support to vulnerable elderly through befriending services. Befrienders visit the elderly at least twice a month or conduct regular phone calls where they identify areas of need and feedback on the clients' conditions for the programme coordinators to refer the seniors to the relevant agencies. Outings are also organised to deepen bonds between befrienders and befriendees. This programme is currently located at Boon Lay, Bukit Batok East, Chong Pang, MacPherson, Taman Jurong, Toa Payoh East-Novena, Yio Chu Kang / Bishan East-Thomson.

THK CARE CLOSE TO HOME (C2H) is an integrated programme that provides holistic care for elderly to age in place at their homes in their final days and prevent or delay the onset of institutionalisation for as long as possible. The programme also supports vulnerable elderly with daily, regular supervision in self-management of

their chronic diseases by providing holistic care coordination, personal care assistance and social support within the community. The 5 **THK** C2H are currently located at Ang Mo Kio, Bedok Radiance, Beo Crescent, MacPherson and Telok Blangah Crescent.



*A healthcare assistant from **THK** C2H doing a health check up for a senior*

THK SENIORS SERVICES @ TAMAN JURONG

promotes active ageing and volunteerism among seniors. Moreover, seniors are encouraged to remain integrated in society through community outreach programmes and social recreational activities such as festival celebrations and outings.

THK SENIORS GROUP HOMES are located at Ang Mo Kio, Pipit, and Indus. Seniors with low or no family support co-reside in designated rental flats under the scheme. The homes provide an assisted living model for seniors to remain integrated within the community while retaining their independence and promote personal responsibility in managing self-care. Existing community services and networks are leveraged upon to monitor the well-being and safety of the elderly residents.



*An elderly resident residing in the designated HDB flat of **THK** Seniors Group Home @ Pipit*



***THK** staff and seniors from **THK** Young at Heart and **THK** Cluster Support @ Ang Mo Kio celebrating Christmas and birthdays together*

THK YOUNG AT HEART serves the elderly who live in studio apartments. The centre conducts activities such as cooking, arts and crafts, to promote active ageing and volunteerism among our seniors.

THK SOCIAL SERVICE HUBS are located at Bukit Batok East, Chinatown Point and Chong Pang, to promote volunteerism and active ageing among our seniors.

THK Social Service Hub @ Bukit Batok East encourages seniors to remain integrated with society through social recreational activities and community outreach programmes, while **THK** Chong Pang Social Service Hub is a wellness centre that provides regular health screenings for the seniors, as well as engage them in recreational and social activities. **THK** Social Service Hub @ Chinatown Point manages a range of facilities for social service providers and community partners to conduct training and workshops. The centre also provides information and referrals to social services and healthcare agencies in Singapore.

YEAR AT A GLANCE

THK Elderly Services

THK Community Befriending Programme

at **7** locations reached out to

586 CLIENTS by rendering psycho-social support through befriending services.

17 THK Seniors Activity Centres

reached out to

6,518 CLIENTS

by providing

wellness activities to promote active ageing.

THK Care Close to Home,

previously known as Care From your

Community,

supported about **1,748**

CLIENTS



THK Cluster Support

provided casework, monitoring
and counselling

for **732** with little or no
family support.

CLIENTS

3 **THK**
Social Service Hubs,
THK Seniors Services @ Taman Jurong
and **THK** Young at Heart

reached out to

4,194 **SENIORS**

THK CREST

served

490
CLIENTS

at risk or suffering from
mental health conditions.



THK Elderly Services report to National Council of Social Service (NCSS) the following indicators of **EFFECTIVENESS**:

Client Satisfaction

» Seniors expressed that they were adequately served by **THK** SACs



Additional Resources And Support For Clients

- » Beyond activities conducted by SACs
- » In FY19, **351 seniors** were referred to other community and social service providers
- » Referrals made in FY19 was **111.4%** more than those in FY18





THK Cluster Support Client Satisfaction Survey for FY2019/20



Percentage of clients who are **satisfied** with the **quality of intervention** provided by THK Cluster Support (Baseline 70%)

YEAR AT A GLANCE

THK Home Care & Home Help Services



THK Home Help Services **1,815**
East & West served **CLIENTS**

through the Meals on Wheels and
Medical Escort & Transport services.

THK Home Care Services

supported

2,054
CLIENTS

in Interim Caregiver Services,
Home Personal Care
and Home Health Services.

THK Home Care & Home Help (HCHH) Services initiate the following to achieve **EFFECTIVENESS** in their service quality:



One-stop Touchpoint

- » A designated hotline
- » Convenient access to all **THK** HCHH Services
- » Link clients with other service providers for greater holistic support



Outreach

- » Reach out to people who fall between the cracks of the healthcare system
- » Provide an integrated care approach for clients to age gracefully through one service point

Digitalisation



- » Eg. Virtual Training Videos
- » To achieve standardisation of procedures, improve efficiency and productivity



Quick Turnaround Time (TAT)

Upon receiving case referrals, **THK** HCHH Services ensure that clients receive help quickly.

Services	THK HCHH Services' TATs
Home Personal Care Services	7 working days
Home Health Services	7 working days
Interim Caregiver Services	1 working days
Meals On Wheels Services	2 working days
Medical Escort & Transport Services	2 working days



PROGRAMME AND ACTIVITIES

Building Resilient Families

*Programmes And Services
For Families*



BUILDING RESILIENT FAMILIES

Programmes And Services For Families

THK FAMILY SERVICE CENTRES (FSCs)

renders a range of services such as casework and counselling to families and individuals with the goal to establish strong and stable families in the community. The centres ceaselessly strive to identify service gaps and provide programmes to cater to the needs of the community from a holistic perspective. **THK** operates 5 Family Service Centres located at Bedok North, Bukit Panjang, Jurong, MacPherson, and Tanjong Pagar.



*National Day Celebration 2019 with the families at **THK** FSC @ Bukit Panjang*

THK CENTRE FOR FAMILY HARMONY

@ COMMONWEALTH is one of the four Divorce Support Specialist Agencies (DSSAs) appointed by the Ministry of Social and Family Development (MSF). The centre assists divorcing couples to cope with the strenuous divorce process and refocus their attention towards a positive co-parenting relationship in the best interest of their children. The centre also runs a number of group work programmes for parents and children.

SG CARES VOLUNTEER CENTRE @ BOON LAY

seeks to cultivate a strong volunteering spirit in the Boon Lay community. In the expansion of SG Cares Community Network, **THKMC** was appointed by the Ministry of Culture, Community and Youth (MCCY) to oversee one of the Volunteer Centres (VC) in December 2019.



*A 3D miniature structure representing the Boon Lay community, filled with photos of residents at the launch of SG Cares VC @ Boon Lay, in conjunction with **THK** Family SMILES Carnival*

THK CENTRE FOR FAMILY HARMONY

@ CIRCUIT was appointed by the Ministry of Social and Family Development (MSF) to be one of the Parenting Support Provider (PSP) in October 2019. The centre conducts evidence-based parenting programmes such as Triple P (Positive Parenting Programme) for 21 primary and secondary schools within the vicinity of Boon Lay and Taman Jurong.

The centre also provides problem gambling services whereby counselling services are provided to individuals and families affected by problem gambling. Families experiencing violence referred by MSF undergo the Mandatory Counselling programme for counselling and support. This service agreement with MSF have ceased in March 2020.

10 centres to offer parenting support

Agencies across island will work with schools on programmes as well as provide counselling

Goh Yan Han

Parents who want to do better with their children may access support more easily now, with 10 social service agencies across the island appointed as one-stop regional centres for government-funded parenting support programmes.

Parenting Support Providers (PSP) will work with schools to provide programmes where parents can pick up skills, such as giving clear instructions to their children, and attend sessions to learn to manage their child's difficult behaviour, said the Ministry of Social and Family Development (MSF) yesterday.

They can also be referred by the centres to other services if necessary, it added.

MSF has been partnering schools to deliver two programmes – Posi-

tive Parenting Programme (Triple P) and Signposts – since 2014.

Minister for Social and Family Development Desmond Lee said by having social service agencies helm the programmes instead of individual schools, each agency can be a one-stop service provider for the region.

This will allow the centres to be more flexible in helping parents and provide more customised support for each family.

"In our move towards these 10 regional PSPs, we have replicated the essential feature of our social sector strategy, which is to provide more integrated, upstream and comprehensive support," said Mr Lee.

The process of appointing the PSPs began in July and was completed this month.

Triple P equips parents with techniques to promote children's psy-



Parenting Support Providers will work with schools to provide clear instructions to their children.

chological, social and emotional competence.

Signposts, available only in primary schools, helps parents to understand, prevent and manage their child's difficult behaviour.

Tips that parents can pick up include how to show affection and praise their children, and how to give instructions clearly.

Close to 20,000 parents have attended the programmes across

Article reproduced from The Straits Times

Published on 14 November 2019



THKMC WAS APPOINTED BY MSF TO BE A PARENTING SUPPORT PROVIDER.

THK CENTRE FOR FAMILY HARMONY WOULD BE PARTNERING WITH PRIMARY AND SECONDARY SCHOOLS IN THE VICINITY OF BOON LAY AND TAMAN JURONG TO DELIVER THE POSITIVE PARENTING PROGRAMME (TRIPLE P) AND SIGNPOSTS.

work with schools to provide programmes where parents can pick up skills, such as giving... and attend sessions to learn to manage their child's difficult behaviour. ST FILE PHOTO

onal schools, the ministry said. The programmes are free for parents.

They are available to parents of Primary 3 and 4 pupils and Secondary 1 and 2 students, who are at key transitional stages and may exhibit behavioural issues new to parents.

Those interested in joining the programmes can approach the agencies or their child's school.

Depending on the level or type of

programme or individual needs, parents can attend seminars, one-on-one consultation sessions or group sessions. An online option for Triple P is also available.

The agencies will now also offer follow-up counselling to parents enrolled in these programmes and can refer them to other services if necessary, added the ministry.

Mr Lee, who was speaking yesterday at a one-day Asian Family Con-

ference at Mandarin Orchard Singapore hotel, said evaluations of the two programmes have shown that parents benefit by gaining confidence in parenting.

He added that over time, more programmes could be added and the scope of the programmes will be expanded to address a wider spectrum of needs.

gyanhan@sph.com.sg

YEAR AT A GLANCE

THK Family Services

THK Centre for Family Harmony @ Circuit

served

185 CLIENTS

by assisting family members who are facing challenges with problem gambling along with the Mandatory Counselling Programme and conducted the Triple P (Positive Parenting Programme) as a Parenting Support Provider (PSP).

5 THK Family Service Centres reached out to **5,049 MEMBERS**

of the community for casework and counselling, group work programmes and community work.

A total of **47** workshops and outings were conducted with the

participation of **393** families.

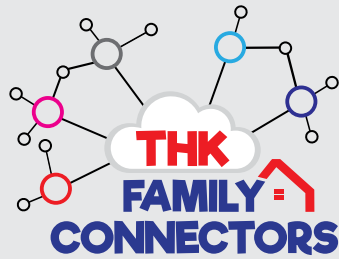


THK Centre for Family Harmony @ Commonwealth

served **2,074**

CLIENTS in areas such as Supervised Visitations, Supervised Exchange Programmes and other support programmes for families affected by divorce.

THK Family Services actively reach out to the community through various events and programmes, and report to the Ministry of Social and Family Development (MSF) yearly on their service **EFFECTIVENESS**.



is a loyalty rewards programme to strengthen the Kampung Spirit within the local communities through fun family activities.



» **132** families participated in the activities

» **98%** agreed that the workshops were relevant
 » **98%** agreed to having a good time with their family



98%



» Reached out to **2,454** individuals during the Mobile Truck Outreach

» **204** families signed up over 12 stopovers

» **55.4%** of the participants strongly agreed to enjoying the event activities

ADVENTURE FOR LIFE (AFL)

was piloted in Serangoon Secondary School and Jurong West Secondary School on a weekly basis, alternating between groupwork and mentorship sessions, to have a holistically positive impact on youths to decrease the frequency and intensity of youth issues through experiential learning



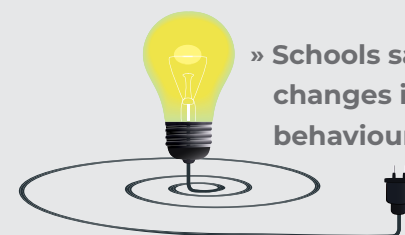
» Benefitted **16** youth participants over 32 sessions

» **62.5%** of the participants voted to have enjoyed the programme



» Participants discovered their strengths and weaknesses to

overcome their behavioural problem



» Schools saw positive changes in the students' behaviour

PROGRAMME AND ACTIVITIES

Enabling Lives

*Programmes And Services
For Persons With Disabilities*



ENABLING LIVES

Programmes And Services For Persons With Disabilities



A colourful mural painting by the residents at **THK** Autism Centre @ Geylang Bahru

THK AUTISM CENTRE @ GEYLANG BAHRU

teaches and trains adults with Autism Spectrum Disorder (ASD) in functional skills to lead a better quality of life with confidence and independence. The community-based day care programme provided by the centre explores a variety of recreational activities that help to enhance the clients' decision-making capabilities.

THK HOME FOR DISABLED @ EUNOS renders long- and short-term residential care for children and adults with intellectual disabilities. The Home offers accommodation and residential-based training for adults with special needs who have a higher function. Priorities are given to those employed in open employment or sheltered workshops, to aid them with independent living skills at their own homes or other forms of assisted community living. The Home also facilitates programmes to meet various developmental needs for children with special needs aged 7 - 16 years old who are neglected or have limited caregiver support.



Residents and staff from **THK** Home for Disabled @ Eunios with **THK** Aviators and student volunteers from ITE College Central at the Purple Parade 2019



Clients at the new activity space of **THK** Day Activity Centre @ Chai Chee folding paper crafts

THK HOME FOR DISABLED ADULTS @ CHAI CHEE provides long-term residential care for adults with intellectual disabilities, particularly for those with limited parental support or care. The Home offers assistance in areas such as occupational therapy, physiotherapy and motor skills to aid in developing the residents' capabilities in self-help and community living. The Day Activity Centre at the Home yields as a platform for persons with disabilities to practise functional and social skill through a series of activities and programmes.



THK Home for Disabled Adults @ Sembawang residents with volunteers from the Achievers Group at Gardens by the Bay

THK HOME FOR DISABLED ADULTS @ SEMBAWANG renders long-term residential care for adults aged between 17 and 55 years olds diagnosed with intellectual disabilities (ID) and/or Autism Spectrum Disorder (ASD), or other comorbidities. Nursing support, case management and counselling, and various forms of therapy aid are provided at the Home. It also supports short-term respite care services and crisis placements classified under the MSF Vulnerable Adults category.

YEAR AT A GLANCE

THK Homes For Disabled Services

THK Home For Disabled @ Chai Chee and the Day Activity Centre

served for a combination of **121 ADULTS WITH DISABILITIES**

THK Home For Disabled @ Eunos cared for

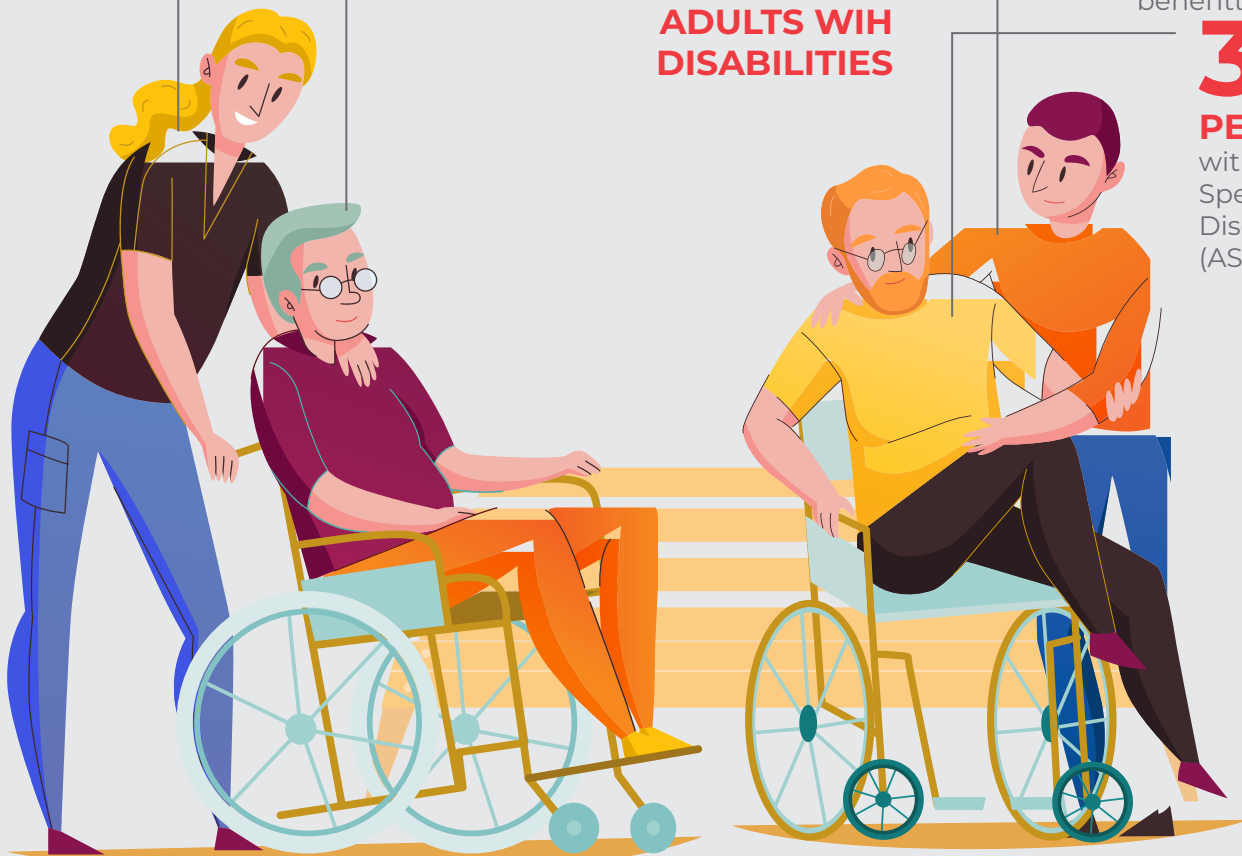
131 PERSONS WITH DISABILITIES

THK Home For Disabled @ Sembawang provided

social care support and recreational services for **109 ADULTS WITH DISABILITIES**

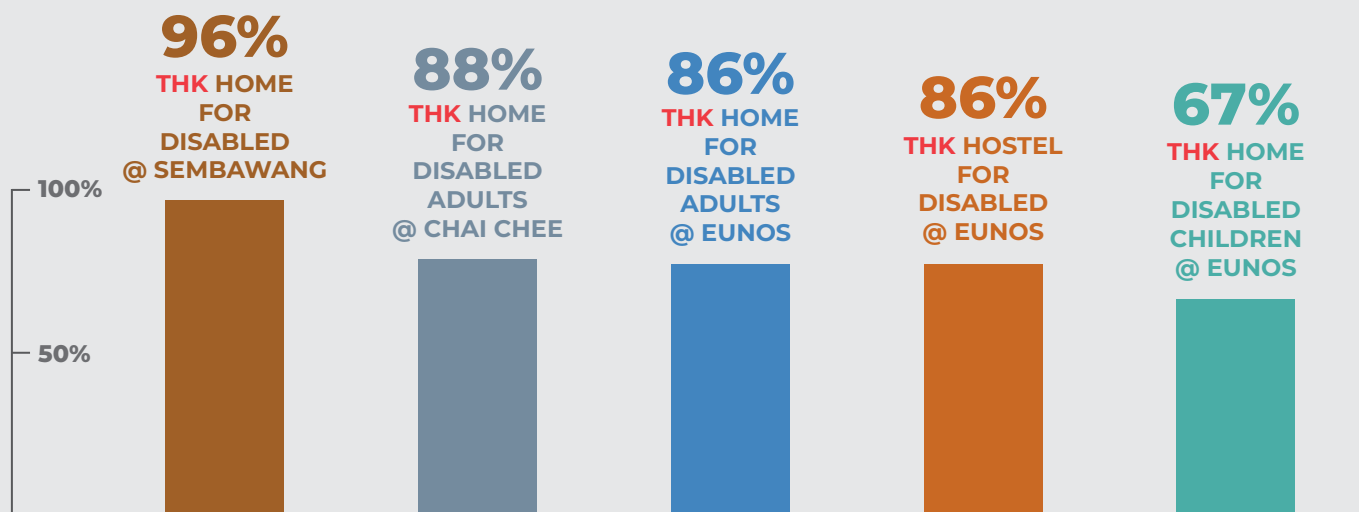
THK Autism Centre @ Geylang Bahru benefited

35 PERSONS with Autism Spectrum Disorder (ASD).



THK Homes for Disabled Services report their service **EFFECTIVENESS** with the Enhanced Programme Evaluation System (EPES) indicators to the Ministry of Social and Family Development (MSF) every 6 months or yearly.

THK Homes for Disabled Services' Client Satisfaction Survey for FY19/20

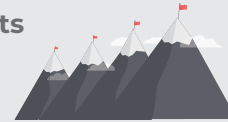


Percentage of caregivers who are satisfied with the quality of care provided by **THK** Homes for Disabled Services



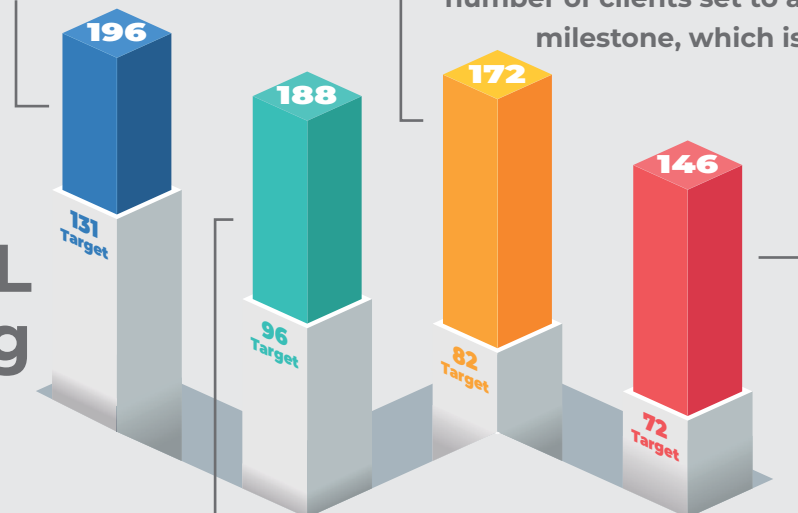
At **THK** Homes for Disabled,

- » Clients are taught skills such as Activities of Daily Living (ADL) and Community Living Skills (CLS) to empower them
- » In 2019, the total number of clients who achieved these milestones exceeded the targeted number of clients set to achieve these milestones



» **196 clients** participated in ADL training after being assessed to be suitable for the training, which exceeded the target number of clients set to achieve this milestone, which is 131

ADL Training



» **188 clients** gained progress in performing at least one new activity in an ADL domain, which exceeded the target number of clients set to achieve this milestone, which is 96

» **172 clients** gained partial independence in performing at least one new activity in an ADL domain which exceeded the target number of clients set to achieve this milestone, which is 82

» **146 clients** gained independence in performing at least one new activity in an ADL domain, which exceeded the target number of clients set to achieve this milestone, which is 72

» 229 clients

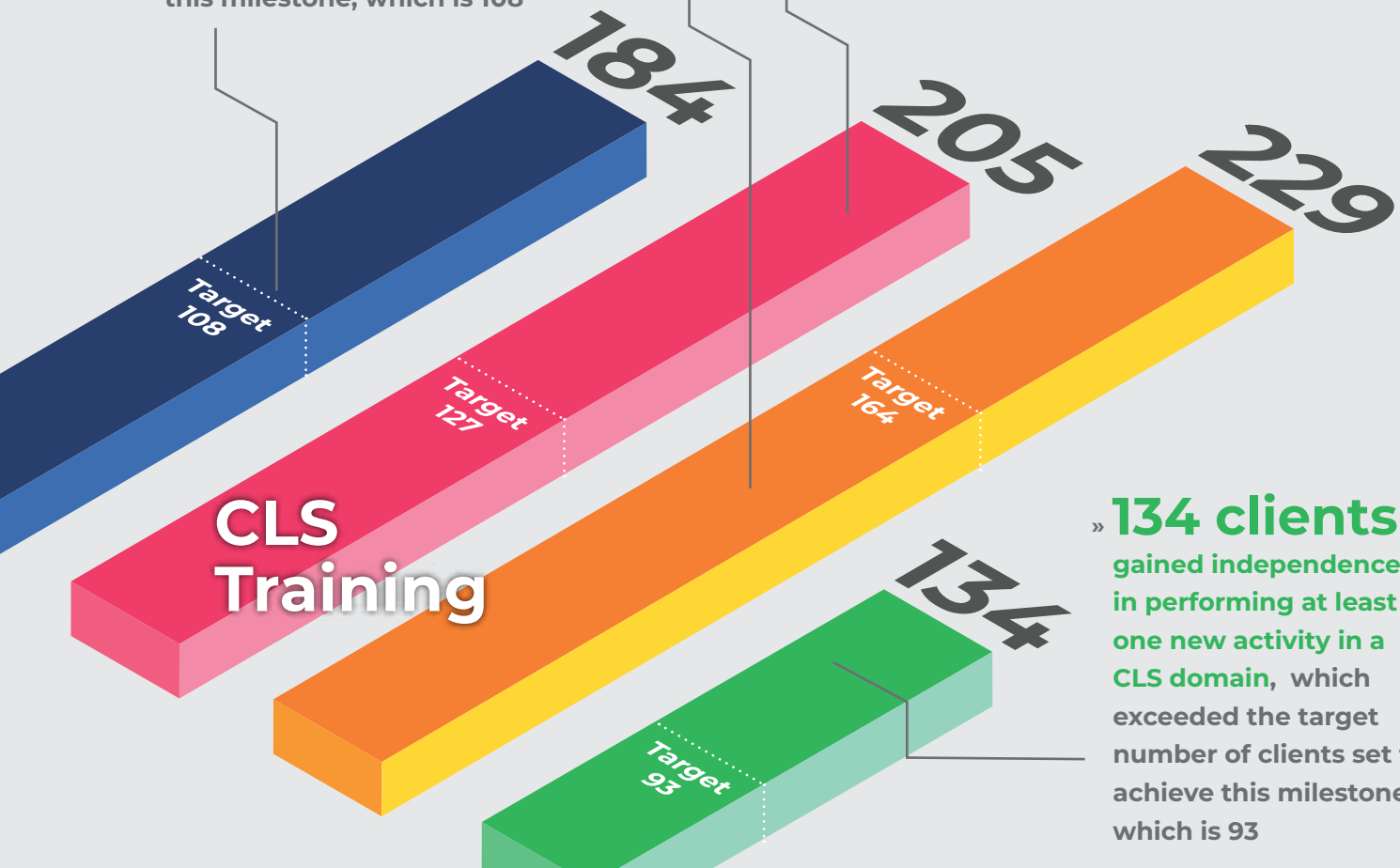
participated in CLS training after being assessed to be suitable for the training, which exceeded the target number of clients set to achieve this milestone, which is 164

» 184 clients

gained partial independence in performing at least one new activity in a CLS domain which exceeded the target number of clients set to achieve this milestone, which is 108

» 205 clients

gained progress in performing at least one new activity in a CLS domain, which exceeded the target number of clients set to achieve this milestone, which is 127



» 134 clients

gained independence in performing at least one new activity in a CLS domain, which exceeded the target number of clients set to achieve this milestone, which is 93

PROGRAMME AND ACTIVITIES

Nurturing The Young

*Programmes And Services
For Children*



NURTURING THE YOUNG

Programmes And Services For Children



THK Music Therapist conducting a music therapy session at **THK** EIPIC Centre @ Woodlands

THK EARLY INTERVENTION PROGRAMME FOR INFANTS AND CHILDREN (EIPIC) CENTRES

are located in Ang Mo Kio, Choa Chu Kang, Tampines and Woodlands. The centres provide early intervention for children below 7 years old who have been diagnosed with or are at risk of developmental needs such as neuro-developmental, intellectual, sensory, or physical issues, or a combination of needs, using evidence-based child-centred approaches.

Therapy services are also integrated with class activities and routines, based on the child's needs. Moreover, the team works closely with parents to empower them to better understand and support their child's developmental needs. This programme aims to achieve functional outcomes for the children and their families, which are measured by Early Childhood Holistic Outcomes (ECHO) framework.

The trans-disciplinary team consists of early interventionists, caseworkers, social workers, non-allied health therapists who focus on art and music therapy, as well as Allied Health therapists specialising in physiotherapy, speech and language therapy.

THK DEVELOPMENT SUPPORT - LEARNING SUPPORT PROGRAMME (DS-LS)

is a community-based short-term intervention programme for young children with mild developmental needs. The purpose of the programme is to equip them with developmentally appropriate skills to optimise their development and integration in mainstream preschools.

This programme equips early childhood educators and families with relevant skills to support children with mild developmental needs. Furthermore, this programme helps to build capabilities and capacity within the early childhood education sector by collaborating with early childhood educators in preschools to share strategies on how to better support children with developmental needs.



THK Educational Therapist carrying out a DS-LS session with a child at his preschool

YEAR AT A GLANCE

THK Early Intervention Programme for Infants and Children (EIPIC) Services

4 THK EIPIC Centres provided early intervention for

844

CHILDREN with developmental needs.

THK Development Support - Learning Support Programme aided

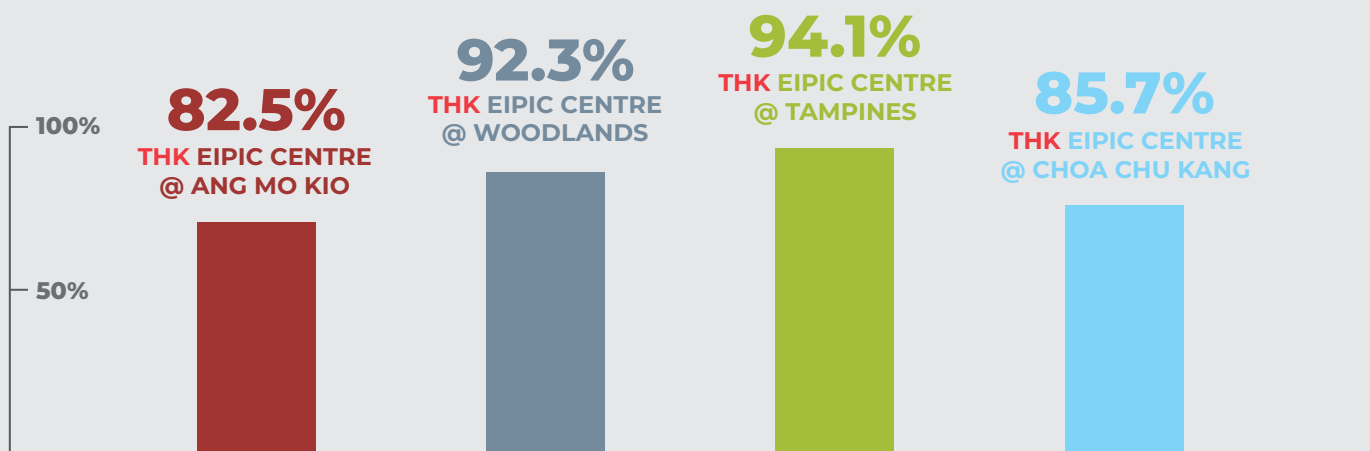
234

CHILDREN with mild developmental needs and learning needs as they received intervention support from therapists and learning support educators, to optimise their development and integration in mainstream preschools.



THK EIPIC Services report to the National Council of Social Service (NCSS) on the **EFFECTIVENESS** of their services.

THK EIPIC Services' Client Satisfaction Survey for FY19/20



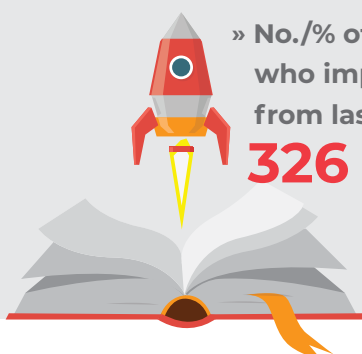
Percentage of parents and caregivers who indicated that **THK** EIPIC Services have helped them to **improve** their **ability** to cope with their **children's developmental needs**

Number and percentage of children from the 4 **THK** EIPIC Centres who **made improvements** from their last assessed developmental age based on their **Individualised Education Plan (IEP) review** in 2019:



» No. of children who completed their 1 year IEP review:

411



» No./% of children who improved from last assessment:
326 (79.3%)

» No./% of children who maintained/improved from last assessment:
401 (97.5%)



PROGRAMME AND ACTIVITIES

Empowering Lives

*Programmes And Services
For Therapy And Rehabilitation*



EMPOWERING LIVES

Programmes And Services For Therapy And Rehabilitation



*A client undergoing rehabilitation exercises at
THK Day Rehabilitation Centre @ AMK 257*

THK THERAPY HUB recruits, manages and trains Allied Health professional therapists to render therapy services for the community and to meet the therapy demand within the social services and Intermediate Long-term Care (ILTC) sector.

Therapy services at **THK** Therapy Hub include speech and language therapy, occupational therapy and physiotherapy to support clients in community hospitals, senior care centres, and community rehabilitation programmes.

THK HOME THERAPY PROGRAMME supports persons with disabilities who are homebound to undergo therapy services at their own homes. The programme is designed to aid clients to improve on their functional skills so that they can make a seamless transition to centre-based services. Caregivers also receive training to equip them with the skills to better care and support their family members.

THK ADULT REHABILITATION PROGRAMME operates at the **THK** Day Rehabilitation Centre @ Ang Mo Kio 257. The programme provides sessional day rehabilitation services such as physiotherapy, speech language therapy, occupational therapy and home-based therapy.

THK PAN-DISABILITY CENTRE @ EUNOS is a sheltered workshop that aims to integrate persons with disabilities into the workforce by providing vocational or pre-vocational training, in-house production work or contract work.

The centre provides a supported work environment for the clients where there are skills training and job coaching. Clients also learn new skills through niche programmes run frequently.

THK CHILDREN THERAPY CENTRES provide specialised centre-based paediatric therapy services for children with developmental or learning difficulties and physical disabilities within the community. Therapy services cover speech and language therapy, occupational therapy, physiotherapy, learning support and psychological assessment and treatment. The two centres are currently located at MacPherson and Queenstown.



THK Speech Therapist engaging a child in a play-based activity in the sensory-integration gym at **THK** Children Therapy Centre @ Queenstown alongside with a parent



Back row, third from the left: **THKMC** Board Members Ms Cheah Sheau Lan, Mr Ramasamy Dhinakaran, Mr Samuel Ang and **THKMC** staff representatives with clients of **THK** Pan-Disability Centre @ Eunost, who successfully gained employment, at the Certificate Presentation Ceremony 2020

YEAR AT A GLANCE

THK Therapy Services

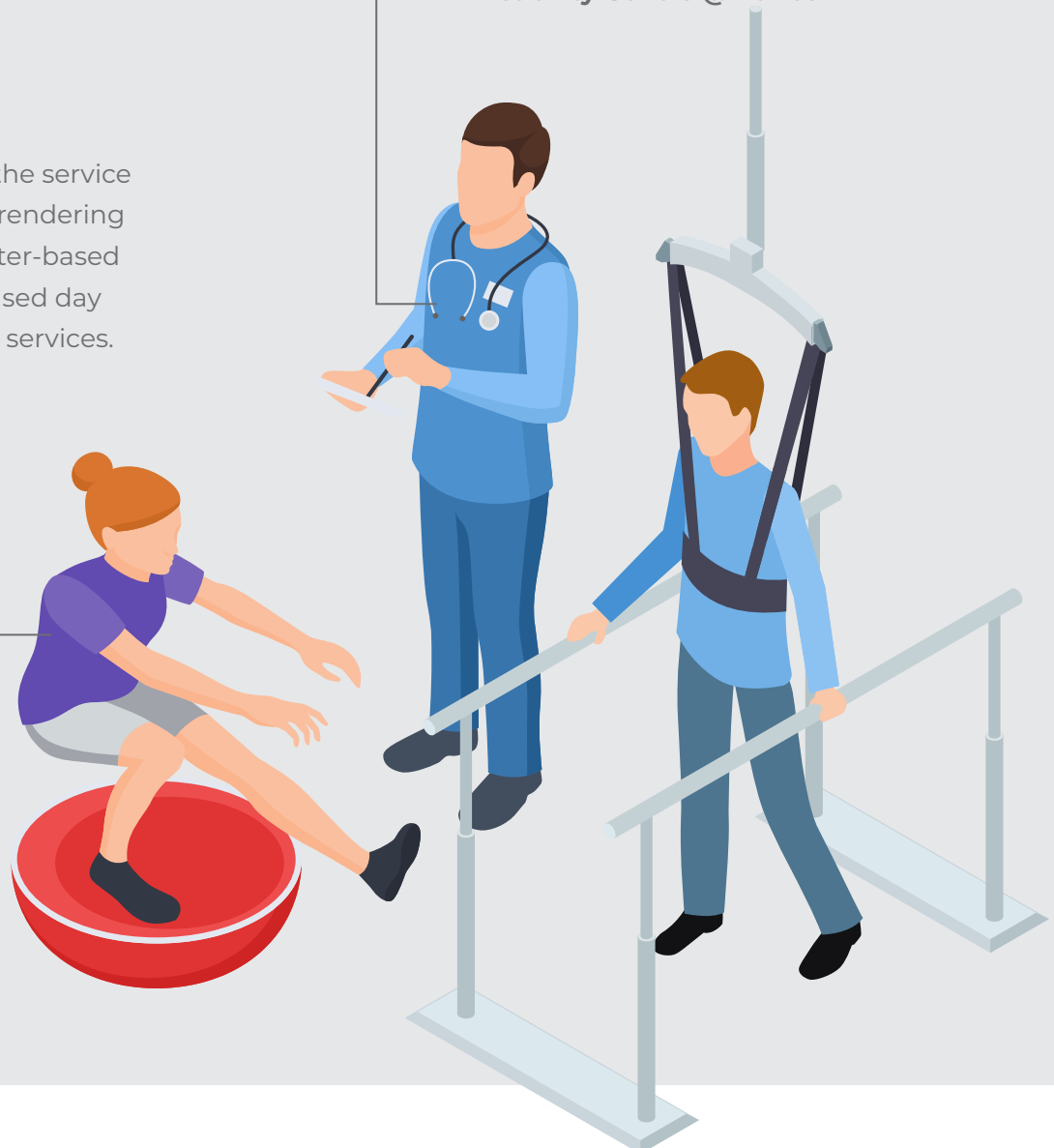
4,618 in the community
CLIENTS were served by

THK Therapy Hub;
of which, **70 CLIENTS** are
from **THK Children Therapy Centres**
and **93 CLIENTS** from **THK Pan
Disability Centre @ Eunos.**

THK Adult Rehabilitation Programme

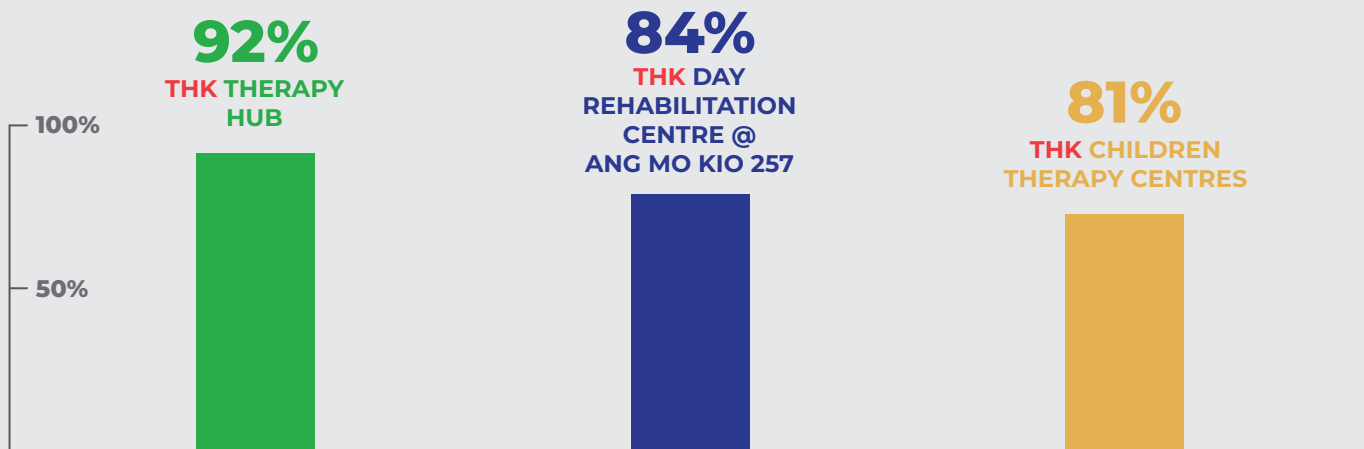
served **55**
CLIENTS

living within the service
boundary by rendering
sessional center-based
and home-based day
rehabilitation services.



THK Therapy Services reports different indicators of **EFFECTIVENESS** to the Ministry for Social and Family Development (MSF) and Agency for Integrated Care (AIC), as follows:

THK Therapy Services' Client Satisfaction Survey for FY19/20



The client satisfaction rate in FY19/20 has exceeded the KPI of 80%.

» **86 clients** of **THK** Pan Disability Centre @ Eunos were actively engaged in sheltered workshops and earned an income for at least 3 months.



12 of the clients earned an average income of at least \$250 monthly.



HIGHLIGHTS OF THE YEAR

'Piece Of Mind' Art Exhibition

Piece Of Mind is an art exhibition by NAFA artist and student, Ms Choo Jen Quinn, to promote awareness about dementia. The project was supported by **THKMC**, the National Youth Council and SG Cares.



THK Chairman Mr Lee Kim Siang co-launching the opening of the Piece Of Mind art exhibition

On 18 April 2019, the art exhibition depicting the experiences of seniors with dementia was unveiled at the National Library where **THK** Chairman Mr Lee Kim Siang co-launched the opening. Piece Of Mind was displayed throughout

the month of April, with more than 100 guests gracing the launch.

In her quest to create the art pieces, Ms Choo spent nine months getting to know two seniors with dementia. Both seniors are beneficiaries of **THK** CREST (Community Resource Engagement and Support Team), which is a service that provides a network of support for anyone at risk or diagnosed with mental health problems.



Piece Of Mind artist Ms Choo Jen Quinn sharing her inspiration behind her art pieces with senior beneficiaries from **THK** CREST



The Piece Of Mind installation at the National Library

Imprinting old fabric of L



Choo Jen Quinn next to her art installation, Piece Of Mind, at The Plaza in the Library Building, in Victoria Street. The installation, which is supported by Thyee Moral Charities, the National Youth Council and SG Cares, will be displayed until April 28. ST PHOTO: DESMOND WEE

A STUDENT INSPIRED BY TIME SPENT WITH TWO SENIORS WITH DEMENTIA TO CREATE ART PIECE

In her quest to create an artistic piece that explores dementia, 20-year-old visual artist Choo Jen Quinn spent nine months visiting two seniors with the condition.

Siak Choon, 85, who has severe dementia, would relive his younger days as a musician in Hong Kong, where he played the piano and trumpet in restaurants and theatres, and accompanied Cantonese singers at concerts. "In the midst of our conversations, he would abruptly pause and get lost in another world. He would then start humming and

moving his hands as though

Gwek Siang, 83, with her old dresses, before she s

During one of her v unstitched the cloth six time whose real names have been built with panels of white ch

Supported by Thyee The Plaza in the National L seniors diagnosed with dem

Photos of Gwek Si hands to pay tribute to Siak hands that were most import layers of words and mahjong

The installation is o by the artist. The installation libraries islandwide.

THK is also hoping Ministry of Culture, Commu For instance, Gwek Siang gr man from the 1950s and ask of her cross-dressing. "Whe the first time and being surp

THK Crest @ Beo it gives a foggy effect, simil and her old pictures. "To the

Article reproduced from *The Straits Times*

Published on 20 April 2019

l memories onto ife, and art

he was conducting a piece of music," said Ms Choo, a final year student at the Nanyang Academy of Fine Arts (Nafa).

ho was diagnosed with dementia last year, told Ms Choo that she used to enjoy sewing and fashioning cushions and pillowcases
stopped sewing 20 years ago.

visits, Ms Choo took out the senior's old sewing machine so she could sew again. Determined to sew the perfect seam, Gwek
s and ran it through the sewing machine until the stitches were straight and tight, said Ms Choo. After interacting with the s
changed to protect their privacy - she chose to preserve their memories and other aspects of dementia in an abstract art ins
iffon fabric.

Hua Kwan (THK) Moral Charities, the National Youth Council and SG-Cares, her art installation, Piece Of Mind, was un
library Building on Thursday. Both seniors are beneficiaries of THK Crest, a mental health safety net programme that
entia.

ang sewing and Siak Choon playing the keyboard were printed on the white fabric. Ms Choo also digitally drew a pa
Choon's musical past. "I wanted to focus on his hands because he used them to play the instruments and show his pas
ant and I felt that this was my representation of him." To depict memory loss, which is a main symptom of dementia, M
g tiles that fade away as the art extends to the top of the fabric.

designed like a maze for viewers to walk into and find the sketches and photos. A number of fabric panels were left blan
will be displayed at The Plaza until April 28. Ms Choo is working with the National Library Board to display the instal

to showcase the installation at partnering venues, which include shopping malls and schools. Piece Of Mind could also feature
nity and Youth's bicentennial celebration in August. Ms Choo will remember the intimacy of her conversations with the two se
ew so comfortable with Ms Choo over the months that she started to reveal her cheeky side. She once showed Ms Choo a photo
ed her and her grandson to guess who the man was. After a few wrong guesses, Gwek Siang laughed and revealed that it was a ph
n she shared that cross-dressing memory, there was so much joy that exuded from her. To see her grandson seeing her old photos
rised by that photo made her laugh harder."

Crescent's senior centre director Felicia Wong said: "Through the use of the translucent fabric and the fading words and mahjong tiles
ur to losing one's cognition. At the same time, Jen vividly portrays the seniors' memories through photos of him playing the keyboar
m, those memories are the essence of their identities and how they lived their younger days."

Shabana Begum (mailto:nshab@sph.com.sg)

HIGHLIGHTS OF THE YEAR

THK Mobile Outreach Campaign



Minister for Social and Family Development Mr Desmond Lee and THK Chairman Mr Lee Kim Siang at the launch of the THK Mobile Outreach Campaign

On 25 May 2019, Minister for Social and Family Development Mr Desmond Lee, together with THK Chairman Mr Lee Kim Siang, officiated the THK Mobile Outreach campaign.

Held in conjunction with the Jurong Spring Zone 'D' RC 'Buka Pusa', Mr Desmond Lee toured the THK Family Connectors truck that featured interactive and educational exhibits of the various activities and programmes offered by THK Family Services Division. The residents enjoyed games and freebies sponsored by the Singapore Pools (Private) Limited and National Council of Problem Gambling.

THK Family Connectors was designed as a loyalty rewards programme in hopes to strengthen the Kampung Spirit within the local communities through fun family activities. The themed truck made stops at various locations during the months of May and June.

In July, the truck was revamped to exhibit a series of youth programmes and was once again redone in August to fit the theme "Harmony as One" where it presented self-care and family bonding techniques.



THK Family Services Division staff and volunteers posing with the THK Family Connectors themed truck outside Hillion Mall

HIGHLIGHTS OF THE YEAR

Launch Of Seeds Of Love

On 20 July 2019, Guest-of-Honour, Minister for Home Affairs and Law Mr K Shanmugam launched the 'Seeds of Love' project at an event organised by **THK** Elderly Services Division. This event was also graced by Second Grassroots Adviser to Ang Mo Kio GROs, Dr S Vasoo, as well as Member of Parliament for Fengshan SMC Ms Cheryl Chan and Member of Parliament for Nee Soon GRC Mr Henry Kwek.

The urban farming initiative aims to engage and promote active ageing for seniors and encourage inter-generation communication. 'Seeds of Love' was piloted at **THK** Chong Pang Social Service Hub, **THK** Social Service Hub @ Bukit Batok East, **THK** Seniors Services @ Taman Jurong and **THK** Young at Heart.

Besides the project launch, it was also a National Day celebration. Approximately 1,500 participants enjoyed the graceful performances by the seniors from various **THK** Seniors Activity Centres and sang along to the National Day songs as they waved the Singapore flag proudly.



Minister for Home Affairs and Minister for Law Mr K Shanmugam at the launch of Seeds of Love



Minister for Home Affairs and Minister for Law Mr K Shanmugam, Second Grassroots Adviser to Ang Mo Kio GROs Dr S Vasoo, Members of Parliament Mr Henry Kwek and Ms Cheryl Chan witnessed a setting of a new record for the 'Most number of people doing Marbling Art on Mugs'

HIGHLIGHTS OF THE YEAR

Prism Of Hope

Together with the National Youth Council (NYC), **THK** set a new record in the Singapore Book of Records for the 'Largest Display of Hanging Ceramics'. The Prism of Hope stood 2.5m in height and covered 2.2m in width.



From left: **THK** Chairman Mr Lee Kim Siang and NYC CEO Mr David Chua receiving a certificate from Singapore Book of Records' Official Mr Ong Eng Huat

Chief Executive Officer of the National Youth Council Mr David Chua witnessed the new record for the Prism of Hope art installation at the YOUTHx Festival, organised by the National Youth Council on 3 and 4 August 2019 at the Singapore Sports Hub.

The 100 hanging pottery pieces on display were jointly produced by beneficiaries from **THK** Home for Disabled @ Eunos and volunteers from Ben & Jerry's, MDIS, PSB Academy and Singapore Institute of Management's iCARE, as well as individuals from the public over a period of 2 months. The Prism of Hope, a sequel to the Craft of Hope campaign, is an art installation comprising 3 pillars, each made up of pottery pieces crafted collectively by beneficiaries, corporate partners and the community.

In making these pottery pieces, members of the community had the rare opportunity to interact and work together with persons with disabilities which helped to dispel some of the common misconceptions about disability.



THK Aviators volunteering at the Prism of Hope



Youth decorating the pottery pieces at the Prism of Hope

HIGHLIGHTS OF THE YEAR

THKMC Staff Appreciation Nite 2019

The **THKMC** Staff Appreciation Nite 2019 held on 13 September 2019 commemorated **THKMC**'s 8th Anniversary and the efforts of all our staff, who worked tirelessly to serve the beneficiaries of **THK**.

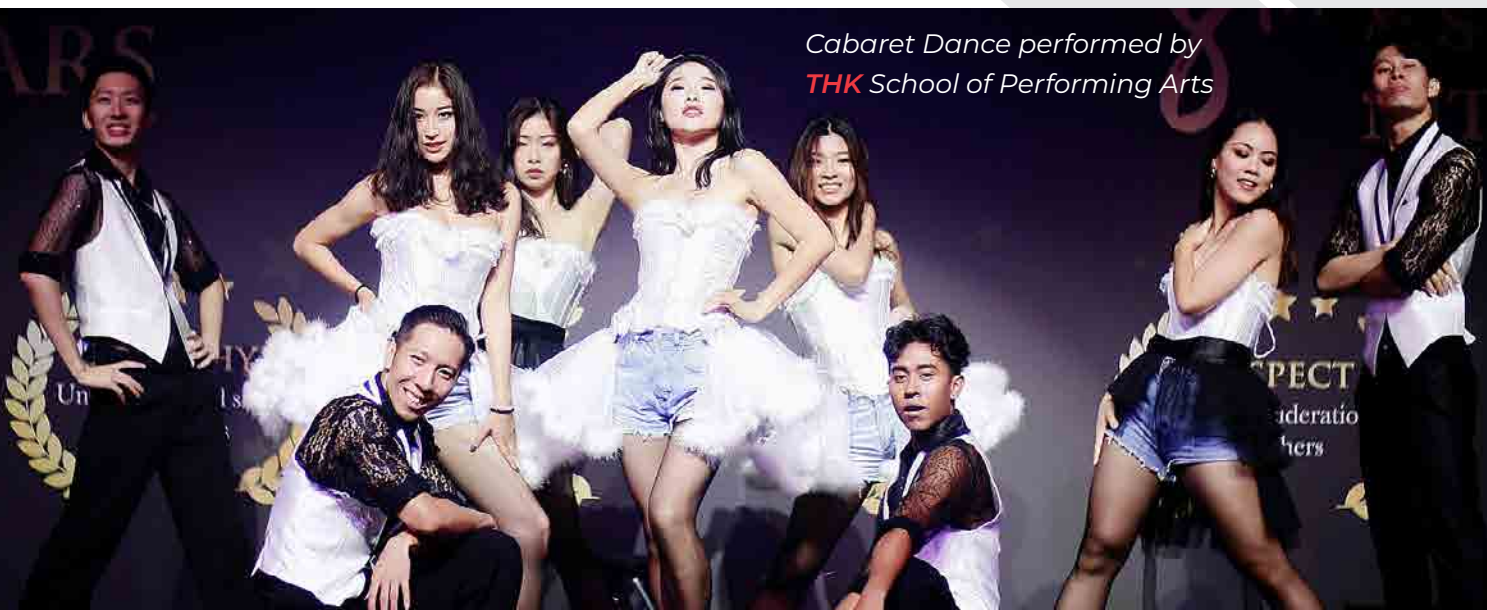
The glamorous 'Night of A Thousand Stars' themed event started off with a captivating Cabaret Dance performed by **THK** School of Performing Arts. Long Service Awards were also presented to the staff for their contributions. The gala night ended on a happy note with 10 lucky draw winners receiving their prizes on stage!



From left: **THKMC** Board Member Ms Cheah Sheau Lan, **THK** Chairman Mr Lee Kim Siang, **THKMC** Board Members Mr James Koh and Mr Ong Ser Huan making a celebratory toast to kickstart the night




THKMC Board Member Mr Chang Long Jong (left) presenting the 'Best Employee of the Year' award to Ms Poon Kay Yan from **THK** Family Services Division



Cabaret Dance performed by **THK** School of Performing Arts

HIGHLIGHTS OF THE YEAR

THK EIPIC Children's Day Celebration 2019

A photograph of a child in a blue shirt and purple shorts standing in a water park, getting soaked by a large splash of water. The child is surrounded by colorful arches (green, yellow, blue, red) that are part of the water play structure. Other children and adults are visible in the background, also enjoying the water park. The scene is bright and sunny, with water splashing everywhere.

*A child having fun as he gets soaked at the water park on the annual **THK** EIPIC Children's Day Celebration*

4 **THK** EIPIC Centres celebrated Splash! 2019, our annual Children's Day carnival at Wild Wild Wet waterpark with over 1,500 children, their family members, volunteers and staff. This exciting event is an annual favourite as it gives our children and their families a precious opportunity to interact with the community and enjoy the chance to relax and spend quality time together in a stress-free environment. Our children were also able to make new friends as they interacted and played with other children, volunteers and staff.

Each family beamed from ear to ear as they received a goodie bag each. Everyone enjoyed playing the waterslides, pools, games and carnival booths. Children hunted for pictures of superheroes, princes and princesses in exchange for prizes, and enjoyed a 30-minute magical

clown stage performance. Spectators also cheered on as family teams competed in water telematch games where participants raced to collect balloons with random utensils, or fill up buckets with sponges.

The event wrapped up with a lucky draw for all of the participants. The top prize winner walked away with a 3 days 2 nights stay at D-Resort sponsored by Wild Wild Wet, while other prize winners took home vouchers and gifts sponsored by Communikidz Therapy, Haw Par Healthcare, Milano Vending, NTUC, Summit Planners, T for Toys, Waka Waka, and a parent of one of our children.

HIGHLIGHTS OF THE YEAR

THK Family SMILES Carnival & Launch Of SG Cares Volunteer Centre @ Boon Lay

In conjunction with the **THK** Family SMILES Carnival, the SG Cares Volunteer Centre @ Boon Lay was launched on 7 December 2019.

THKMC was appointed by the Ministry of Culture, Community and Youth (MCCY) to operate the SG Cares Volunteer Centre @ Boon Lay to strengthen the spirit of volunteerism in the Boon Lay community.

*From left: **THKMC** Board Member Mr Lawrence Ng, MCCY Deputy Secretary (Special Duties) Dr Ang Hak Seng, **THK** Chairman Mr Lee Kim Siang, Adviser to Boon Lay Grassroots Organisations Mr Patrick Tay and **THKMC** CEO Mr Lum Hon Fye at the launch of SG Cares Volunteer Centre @ Boon Lay*



Seniors posing with their art jamming pieces with an Aviator of SG Cares VC @ Boon Lay



文礼义工综合中心征800

文礼义工综合中心负责人陈来顺指出，中心的工作除了招募义工，也包括同现有志愿者协作，探讨如何为他们创造更多其他性质的志愿工作机会，并安排培训加强义工能力。

■ 胡洁梅 ohkm@sph.com.sg

位于文礼的义工综合中心正式投入运作，由社会服务机构德教太和观管理的中心将协调并加强区内的义工资源，计划招募至少800名义工，为居民服务。

文化、社区及青年部在今年国会拨款委员会辩论该部门开支预算时宣布，将在社区设立七个义工综合中心，负责协调和动员义工资源。中心将由区内的社区服务组织管理，好让中心在可持续的基础上招募并培训义工，按区内需求创造志愿服务的机会。

已成立义工综合中心的地区包括裕廊东、勿洛、大巴窰、牛车水、兀兰和文礼。文社青部将检讨中心的工作进展，预计会在更多社区设立这类中心。

在文礼有多年服务经验的德教太和观已在该区经营家庭服务中心和乐龄活动中心。新的义工

综合中心负责人陈来顺受访时指出：“作为区内的其中一个伙伴，我们希望在社区推广志愿服务，并根据各社区组织的需要为他们配对义工。除了招募义工，我们的工作也包括同现有志愿者协作，探讨如何为他们创造更多机会，包括探索其他性质的志愿工作。我们也会安排培训，加强义工的能力。”

德教太和观昨天也在文礼主办的“微笑嘉年华”进行推广工作，鼓励居民加入义工行列。中心将根据义工的兴趣与专长为他们介绍合适的志愿工作，同时也与区内学校、基层组织等合作，扩大义工团队。文礼区目前料有超过80名义工。一些较需要义工的项目包括阅读活动和补习，以及针对年长者的友伴计划。

德教太和观主席李锦祥说，机构将与各社区伙伴紧密协作，更有效地动员义工为居民服务。

他希望机构累积经验后，未来可在其他社区经营义工综合中心。

负责文礼区事务的西海岸集选区议员郑德源昨天出席嘉年华，并为义工综合中心主持推介。他指出，区内有一部分居民住在租赁组屋，面向这些居民的援助计划需要一定的人力来执行。目前，基层组织已同政府机构与社区组织协作，推展区内的关怀计划。

郑德源说：“新中心将进一步协助我们招募更多志愿者，在文礼推广关爱文化。”

昨天在嘉年华当义工的陈荟敏（18岁，学生）曾到德教太和观乐龄活动中心陪伴年长者。她认为，新加坡人口老龄化，社区不少针对年长者的援助计划与活动需要义工，而青年可尽一分力回馈社区。

“微笑嘉年华”由德教太和观举办，目的是推广健康生活。全国牙科中心的代表也在场宣导口腔健康，居民则获得赞助商高露洁（Colgate）赠送的牙膏牙刷。

出席“微笑嘉年华”。（陈来顺摄）

明天

08.12.2019

100义工为居民服务



嘉年华”的居民都有机会拍照留念，并将其中一张照片贴在巨型装置上，以“笑容”点缀装
(福摄)

Article reproduced from Lianhe Zaobao

Published on 8 December 2019

HIGHLIGHTS OF THE YEAR

A Visit From The Agency For Integrated Care (AIC)

On 21 January 2020, Agency for Integrated Care (AIC) CEO Mr Tan Kwang Cheak and representatives visited the **THK** Seniors Activity Centre @ Ang Mo Kio 257 to share practices and expectations of the intermediate and long-term care services that **THK** provides.

After the sharing session, the guests were invited to tour the premises which included **THK** Seniors Activity Centre @ AMK 257, **THK** Day Rehabilitation Centre @ AMK 257 and the rental flat of **THK** Seniors Group Home @ AMK 257 where they had the chance to meet and interact with some of the seniors.



Representatives from **THKMC** and AIC watching the video of **THKMC**'s services for the elderly



THKMC CEO Mr Lum Hon Fye and guests from AIC engaging in a conversation with a senior who lives in a rental flat under the care of **THK** SGH @ AMK 257

HIGHLIGHTS OF THE YEAR

Minister's Visit to **THK** Centre For Family Harmony @ Commonwealth



*Front row, fifth from left: Minister for Trade and Industry Mr Chan Chun Sing and Grassroots Members of the Tanjong Pagar GRC with **THK** staff representatives at **THK** CFH @ Commonwealth*

Minister for Trade and Industry Mr Chan Chun Sing and his Grassroots Members of the Tanjong Pagar Group Representation Constituency (GRC) visited **THK** Centre for Family Harmony (CFH) @ Commonwealth on 4 May 2019, as part of a tour of social service agencies within the GRC. Staff representatives from **THK** CFH @ Commonwealth shared the work and various support services **THK** provides for divorced parents and children to the guests.

HIGHLIGHTS OF THE YEAR

Minister's Visit to

THK Family Service Centre @ Tanjong Pagar

THK Family Service Centre (FSC) @ Tanjong Pagar underwent renovation and officially resumed operations on 15 April 2019. The refurbished centre has a multi-purpose hall with a pantry that can house 30 persons and 5 new counselling rooms, which would allow **THK** FSC @ Tanjong Pagar to serve more clients.



*Back row, eighth from right: Minister of State for the Ministry of Foreign Affairs and Ministry of Social and Family Development Mr Sam Tan and **THKMC** Chairman Mr Lee Kim Siang with staff representatives of **THK** FSC @ Tanjong Pagar during the centre tour*

On 15 August 2019, Minister of State for the Ministry of Foreign Affairs and Ministry of Social and Family Development Mr Sam Tan visited **THK** FSC @ Tanjong Pagar to better understand the programmes and services that **THK** offers to the community. The Minister, along with 28 staff representatives from **THKMC** and MSF, held a dialogue session to share and discuss the challenges faced when working with families. The Minister was also invited to tour the centre's premises after the session.

HIGHLIGHTS OF THE YEAR

International Society On Early Intervention (ISEI) Conference 2019

Held in Sydney, Australia on 25 - 28 June 2019, ISEI is an international organisation promoting the interests of infants and young children with or at risk of disability or developmental delay. Their primary purpose is to provide a framework and forum for professionals from around the world to communicate about advances in the field of early intervention. Their annual conference brings together early intervention experts from all around the world to share knowledge with researchers and practitioners.

Dr Lim Hong Huay, our research consultant, presented on “Functional Outcome Measurement System for Singapore Early Childhood Intervention” at 1 of the conference workshops. Her presentation shared preliminary results arising from our Early Childhood Holistic Outcomes (ECHO) pilot implementation, involving 469 child and family outcomes for children enrolled in **THK** EIPIC Centres in 2016 - 2017.

THK EIPIC Services also sent 8 representatives to attend the conference, joined by 2 colleagues from **THK** Therapy Services. After their return, the attendees held an informal group presentation to share new information and insights from the conference with **THK** EIPIC senior team.



Representatives from **THK** EIPIC Services and other participants posing for a group photo at the conference

HIGHLIGHTS OF THE YEAR

Divisional Staff Retreats 2019

THK EIPIC DIVISION

The staff retreat for **THK** EIPIC Services Division took place on 9 - 11 September 2019 in Bangkok, Thailand. **THKMC** COO Mr Jason Lee and **THKMC** Divisional Director of Admin and Projects Mr Teo Choon Chuan, also attended the retreat and shared about **THK**'s upcoming plans and projects.



Staff of **THK** EIPIC Services Division posing for a group photo at the staff retreat

Following a series of discussions over several months within **THK** EIPIC Services Division, their vision and mission were revised to reposition themselves in view of the landscape shift towards inclusion, with the EIPIC sector moving from the Ministry of Social and Family Development (MSF) to Early Childhood Development Agency (ECDA) in April 2020.

THK FAMILY SERVICES DIVISION

Held from 26 - 28 September 2019 at Phuket, Thailand, the staff of **THK** Family Services Division (FSD) enjoyed a series of bonding games and activities while discussing the division's future plans.



THK FSD staff building sand castles together at a beach in Phuket, Thailand



Staff from **THK** FSD engaging in a game of BINGO led by three staff emcees

FUNDRAISING EFFORTS

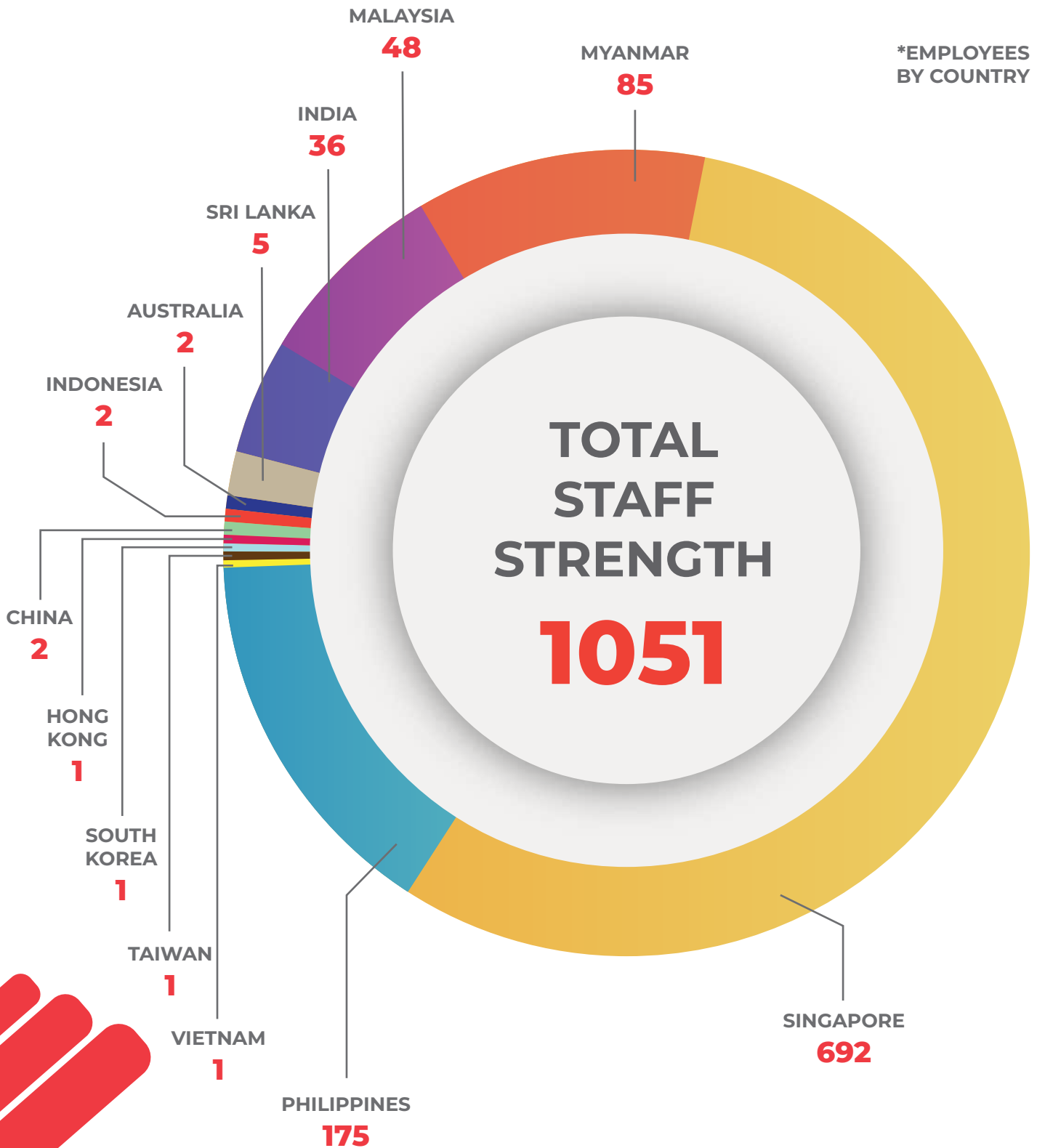
Online Campaign

The parent company of **THKMC**, Thye Hua Kwan Moral Society (**THKMS**), is the fundraising agent. At **THKMC**, minimal fundraising activities are conducted. **THKMC** currently runs a fundraising campaign online on giving.sg. Interested donors may find the campaign link on **THKMC** website at www.thkmc.org.sg.



OUR PEOPLE

Human Resource



People Development

STAFF SPONSORSHIP PROGRAMME

Thye Hua Kwan Moral Charities (**THK**MC) firmly believes in supporting the learning and development of employees by helping the staff to upgrade their skills and knowledge. Lifelong learning is promoted by encouraging our employees to upgrade their skills and knowledge in their areas of expertise. Training and education build a culture of continuous learning and spur employees to improve their skills, knowledge and capabilities. This not only helps **THK**MC to groom capable and forward-looking employees, but also assures lifelong employability for our employees.



WONG WEI QIANG,
SENIOR SOCIAL WORKER,
THK FAMILY SERVICE CENTRE @ BUKIT
PANJANG

"I chanced upon an encounter with a Play Therapy Introductory course in 2014, which got me interested in Play Therapy. I was amazed at how therapeutic play can help our child clients resolve their concerns. Hence, I was determined to become a Certified Play Therapist."

Play is a child's main language and through play, the child communicates their problems with us. Through therapeutic play, a child can also learn to resolve their problems and learn to cope to overcome future challenges. Using Axline's 8 Principles of Play, I am able to communicate with my child clients much better."



Role-playing a scenario of himself with a client during a sand play activity as part of the Therapeutic Play Skills course

Wei Qiang enrolled for the Therapeutic Play Skills course conducted by the College of Allied Educators under the Play Therapy United Kingdom (PTUK). He shared that he was able to relate to the 6-month course as he recalled one of his unresolved childhood issues during an activity. The following day, with the help of the training and encouragement from his course mates, he came to terms with the issues he faced. Having first-hand experience of childhood issues himself, Wei Qiang hopes to communicate and help his child clients overcome their challenges.



AMANDA YIN YUN YI,
OCCUPATIONAL THERAPIST,
THK CHILDREN THERAPY CENTRE @
QUEENSTOWN

“Based on my past experience and the newly acquired knowledge as an occupational therapist, I am able to truly appreciate how a team works together to support families of children with developmental needs. I hope to continue to apply evidence-based practice in my work, develop my ability to collaborate with families through a strengths-based approach, as I continually learn from the other occupational therapists in the pediatrics community.”

Prior to her studies, Amanda was an early intervention teacher at **THK** EIPIC Division. She joined **THKMC** on 1 April 2013 as a teacher and was promoted to being a Principal Lead Teacher in 2015. Working with a team of social workers, psychologists and therapists, Amanda became interested to broaden her knowledge in this field to better support the children and families. She took on the sponsorship and completed a 4-year full-time programme in Bachelor of Science in Occupational Therapy in April 2020.

She currently serves the families and children with developmental needs at **THK** Children Therapy Centre @ Queenstown with **THK** Therapy Services.



太和观 THK

WE CREATE EXTRAORDINARY PEOPLE

This Can Be YOU

Sarah Khoo
Manager (Administration) |
6 years of service

"My colleagues inspire me. Everyone comes with various skillsets, experiences and strengths and has much to share. My role models at work are my colleagues who are professional, positive and dedicated."

Beguico Pauline Jane De Guzman
Admin Executive | 6 years of service

"We don't just serve our clients, we serve each other as colleagues and as a team. I am a happy and contented employee as I have great bosses and colleagues who truly listen."

THKMC at the **STJobs Career & Learning Fair 2019** in search of aspiring talents

The Human Resources department of **THKMC** has executed a range of enhanced employee benefits which include the following as at 31 March 2020:

- Increase in annual leave entitlement on a year on year basis.
- Carrying forward a maximum of 14 days from current year entitlement for employees to plan for a longer break.
- Birthday leave to be utilised during the birthday month.
- Dependent Care Leave includes spouses, parents aged 60 and above, and children with disabilities. Family members must be residing in Singapore.
- Corporate Membership for Singapore Zoo to allow a complimentary visit for a family of four.
- \$100 flexi healthcare benefit for vaccination, health screening, dental expenses or reading glasses.
- Revised training bond structure - service bond only applies for training and courses from \$5,000.

- No limitation on the number of examination leave for employees who receive sponsorships for further studies.

- Staff may apply for 2 days of study leave per examination.

THKMC continuously strives to engage and retain talents to improve the services provided by partaking in recruitment drives and actively updating the online job postings. **THKMC** also works closely with partner agencies such as Employment and Employability Institute (e2i) and Agency of Integrated Care (AIC) to provide suitable job opportunities across a wide spectrum of roles.

Staff Performance

THKMC has a structured staff performance system and process. During probation, new hires are guided and assessed by their supervisor so that they can gain competence and confidence. In addition to target setting, staff will also have a mid-year and year-end review with their supervisors, so as to get feedback and support for their progression.

THINK INSTITUTE

THinK Institute was set up to improve the competencies and capabilities of our staff by educating and empowering our workforce. Based on organisational learning needs, **THinK** Institute engages internal and external trainers to conduct regular training workshops and courses. There is a wide range of training modules offered to all staff of different ranks and levels such as Risk Management, Personal Effectiveness, Communications, People Management, Customer Service and Personal Data Protection Act (PDPA). **THinK** Institute also extended relevant training programmes to **THKMC** volunteers so that they can serve our beneficiaries and the community more effectively.



*Staff learnt ways to better handle stress from the Stress Management Workshop curated by **THinK** Institute*

**Number of staff
who attended the training:**

636

**Total number
of training hours:**

4,152



Staff are now ready to tackle crisis after the Epidemic & Pandemic Preparedness Programme

OUR PEOPLE

Volunteer Management

The Volunteer Management unit engages stakeholders in the community such as corporations, schools, and individuals to reach out to the elderly, families, children or persons with disabilities through volunteerism. The unit manages a pool of volunteers, known as **THK** Aviators, and provides event support while cultivating interest groups through regular activities and programmes such as the Seeds of Love urban farming and Craft of Hope pottery sessions.

The volunteers stay connected with one another and **THK** through a digital broadcast channel where they get updates on the latest volunteering opportunities and actively participate in webinars or contests. Urban farming webinars have been set up for volunteers to explore their interest for gardening as they get to know and bond with one another, while getting ready to assist in the Seeds of Love sessions at **THK** Seniors Activity Centres in the near future.

In
FY19/20,
685
THK
AVIATORS
clocked
31,241
HOURS
of volunteering work.



THK Aviators at Yew Tee Community Club for the #BYOB Hand Sanitiser Distribution

VOLUNTEER APPRECIATION



*Care packs specially prepared for **THK** Aviators to show appreciation for their dedication in supporting our services and the community*

In the light of COVID-19, care packs were delivered to the homes of **THK** Aviators. Each care pack included a copy of **THK** Moments Magazine (April 2020), a set of **THK** reusable masks, and Lifebuoy antibacterial wet wipes sponsored by Unilever Singapore Pte Ltd.

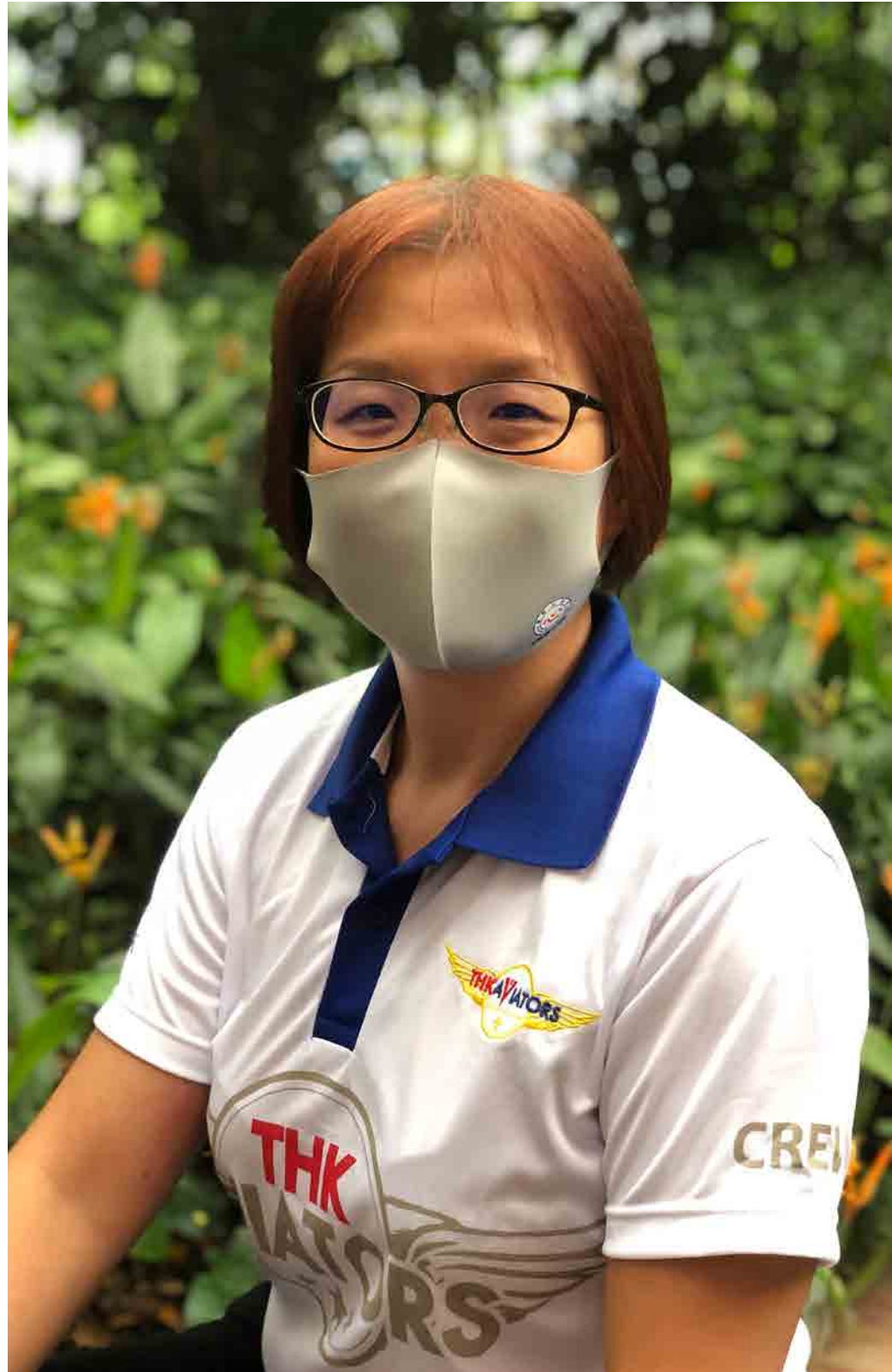
STORIES OF OUR VOLUNTEERS

“I found myself in a position where I am able to provide – be it a few donations, my time or simple peer support”, she revealed. “I believe these actions encourage others to persevere, no matter how small they are.”

**- Koh Bee Hiong,
THK Aviator**

Many may have shied away from coming out of their homes to volunteer, but Bee Hiong was determined to give what she can to help. As her working hours were reduced due to stricter circuit breaker measures, she decided to contribute her free time to assisting those in need.

Bee Hiong began volunteering with **THK** for government initiatives such as mask distributions and the Temporary Relief Fund scheme, which were organised amid the COVID-19 situation. Bee Hiong has also joined **THK**'s Meals On Wheels programme, which runs seven days a week to send packed warm meals to the elderly for lunch and dinner. Describing the activity as a compassionate cause, she wishes to be able to bring some comfort and joy to the beneficiaries.





“Every Aviator I got to know had a different story to tell, but they all selflessly took on volunteering despite the difficult circumstances.”

**- James Ho Kai Shian,
THK Aviator**

James initially thought that not many individuals would turn up to help, but was pleasantly surprised by the support of THK Aviators. He described how he met people from all walks of life, coming together to lend a helping hand.

James soon stepped up as a volunteer leader and worked alongside THK to guide fellow volunteers. He swiftly discovered the challenges to explain the scheme’s process to non-English speaking applicants. However, through their eyes of patience and empathy, he soon realised that these community members are one of the groups in need of assistance. When asked if this role has impacted his perspective on volunteerism, James acknowledged how important it is for everyone to play their part in rendering support to the society.

“While we help the members of the public, we should also look out for the people we volunteer next to,” James urged.

THE YEAR AHEAD

Charity's Future Plans

STRATEGIC PLANS

To develop operational plans for the **four Key Strategic Thrusts (KST)**:

■ KST 1 - Developing Our People

Our people are our most valuable assets. We are committed to motivate and develop highly competent staff to be future leaders and bring **THKMC** to greater heights. We aspire to attract and nurture talents that make our organisation innovative, resilient and resourceful to weather changes and challenges. We aim to build a strong and cohesive culture, aligned with our shared core values.

■ KST 2 - Empowering Our Community

We aim to provide people-centric care through collaborative networking by creating meaningful and positive experience. Through this approach, we set our clients on an experiential journey, where they will receive personalised and evidence-informed services that meet their needs.

■ KST 3 - Integrating Services, Leveraging Technology

By integrating **THKMC's** Services, we aim to provide seamless social support and health care services in enabling good client outcomes and experiences at the centre of everything we do. We endeavour to review the way that care and support is provided, so that clients and caregivers will be enabled to have a better quality of life, live healthier and lead more independent lives. We want to increase the value proposition for our clients through the use of technology by providing integrated solutions that are intuitive with their care needs and support required as well as in the delivery of services.

■ KST 4 - Enhancing Governance and Sustainability

To be trusted by all our stakeholders, we must be transparent, accountable, resilient, and sustainable. **THKMC** will further strengthen the governance system and develop a holistic Enterprise Risk Management (ERM) framework, as well as embracing the 3R (Reuse, Reduce & Recycle) practices on environmental sustainability.

NEW INITIATIVES TO IMPROVE PROGRAMME

INFOCOMMUNICATION AND DIGITALISATION

■ Digitalisation of processes includes conducting online interviews and hosting online webinars. **THKMC** HR team also shifted the new hire orientation sessions online where **THK** Chairman Mr Lee Kim Siang and **THKMC** CEO Mr Lum Hon Fye welcomed our new colleagues via Microsoft Teams. **THKMC**'s internal HR training institute, **THinK** Institute, also introduced e-learning courses to enable our staff to continue to learn via the internet as a new channel.

■ **THKMC** held the first Town Hall Webinar with the topic "COVID-19 and Our Responses" on 23 April 2020 via Microsoft Teams. The response was overwhelming with participants posting their enquiries on Pigeonhole. With the success of this, **THKMC** HR Team will continue to collaborate with various teams to enhance Employee Engagement initiatives.

■ Having completed the Business Process Re-engineering (BPR) study on our accounting and human resources processes, we will be implementing new IT systems for Finance and HR management. Many of the current manual processes will be digitalised and automated.

■ As part of Business Process Re-Engineering, **THK** HR team embarked on the journey to upgrade the Human Resource Information System (HRIS) in March 2020. The new HRIS will integrate HR functions (recruitment, on-boarding, compensation and benefits, claims, learning and development) onto one platform. The user-friendly workflows aim to streamline administrative processes. Moreover, structured data management will enable impactful analysis and timely decisions. We have started User Acceptance Tests on time and the new HRIS will go live in January 2021.

- New IT system for **THK** Therapy Services Hub Operations
- New School Management System for **THK** EIPIC Centres
- Enhancement to Staff Portal - a resource booking application to be added to enable online booking of meeting and training facilities and corporates pass to places of attraction
- Launch of Volunteer Management Portal
- Enhancement to existing Client Scheduling Management System for **THK** Home Care Services
- Initiate the procurement of a centralised CRM system
- Enhancements to IT network and security infrastructure

THK ELDERLY SERVICES DIVISION

- Seniors Go! Go! Go! is an initiative that empowers seniors to take charge of their well-being in the Physical, Social, Mental, Economic and Health Pillars of Wellness. Through this initiative, seniors take responsibility for their choices and engagement in the various Pillars of Wellness and in learning new skills

THK HOME CARE SERVICES DIVISION

- Leverage on technology to facilitate effective training of medical and nursing practices through the introduction of virtual training videos. Other digitalisation efforts include ways to standardise procedures and practices to improve efficiency and productivity across all services in **THK** Home Care Services Division

THK FAMILY SERVICES DIVISION

Digitalisation

- Back-to-Basics Project is an initiative by the National Council of Social Service (NCSS) that aims to support professionals currently in the sector to serve clients better and faster through targeted funding. The funds received from NCSS will be used to improve productivity. It will be used to digitalise **THK** Family Connectors (FC) , which includes improving the experience for our clients such as having real-time analytics of their progress and having an e-learning platform for learning on the go. **THK** Family Service Centre @ Bedok North will also tap on the grant to innovate its community work and outreach. In this new initiative called Kommunity Kwan, we hope members in the community can reach out easily to a social worker online

- Remote Community Work through e-Appointments has been implemented at the 5 **THK** Family Service Centres (FSCs). By scanning the QR code provided, public members are able to schedule an e-appointment to connect with a social worker for socio-emotional support. This initiative also presented opportunities to collaborate with 176 community partners

- Groupwork Programmes have been conducted on online platforms such as Zoom. More programmes and workshops will be conducted online to engage the clients

Enhancement of services at **THK Centre For Family Harmony @ Commonwealth**

- Introducing Crossroads programme to complement our existing divorce counselling services in the following way: divorce counselling is done after divorce or separation proceedings have begun, whereas Crossroads programme provides a platform for couples to think through the relationship and empower them to make informed decision for divorce in an amicable manner. The latter is being developed into a full-fledged service at **THK** Centre For Family Harmony @ Commonwealth to support couples uncertain about their marriage

- Couple-T programme is designed for couples who have been through a difficult phase in their relationship and decided to rebuild their marriage. It centers around mediating differences, helping couples in problem solving, improve communication and understand each other better

- Child-Centered Therapy is designed for children to manage emotionally with their parents' divorce. Through expressive interventions such as play, art and drama, children would learn to cope with parents' divorce and derive a different meaning to the parents' relationship and their relationship with their parents

THK HUMAN RESOURCE DIVISION

- **THK**MC has embarked on an Organisation Value Proposition (OVP) project to review and design its OVP statement. **THK** Human Resource (HR) team together with external consultants worked closely with all the relevant stakeholders to understand the perspectives and desired employment attributes faced by our current and targeted workforce to develop **THK**MC's OVP Statement. This will help us to enhance our abilities to attract, retain talents, and strengthen our workforce

- **THK**MC has embarked on a compensation and benefits benchmarking project to review its salary and employment benefits. This is to ensure that our compensation remains competitive on the market and we can attract, retain talents and strengthen our human capital

NEW PROGRAMMES IN THE PIPELINE

THK HOMES FOR DISABLED

- **Play-Ability, Sexuality Training Programme at THK Home for Disabled @ Eunost**

- Collaborating with SportCares (SportSG), Play-Ability is a recreational sports programme which allows persons with disabilities to engage in sports and have fun in social settings via weekly live virtual sports sessions. Some of the young residents may be undergoing puberty and struggling with having appropriate interactions with the opposite gender. Sexuality training will be conducted for them, and covers key topics like changes in their bodies, how to protest and ask for help and managing sexual feelings.

■ **Reminiscence Therapy, Cookery Sessions and Client Engagement Programme at THK Home for Disabled @ Chai Chee**

- Reminiscence Therapy will be conducted to help residents to recall past events in order to experience positive feelings while reducing stress and agitation.

- With a newly set up cooking space, residents will be kept active as they cook with volunteers.

- Daily programme that promotes client engagement through various games and activities, focused on improving their cognitive, social interaction and communication skills.

■ **Percussion Music Programme and Creative Arts Therapy at THK Home for Disabled @ Sembawang**

- An external vendor will be engaged to train our residents to play percussion instruments. This programme aims to encourage self-expression and coordination using rhythm and tempo to connect with each other.

- The Home will also be exploring non-traditional therapies to engage our residents. Creative arts therapy, in particular music, art and dance therapy have been proven to have therapeutic value for people with disabilities. They are also effective in improving motor function, cognitive function, social-emotional skills and overall quality of life.

■ **Social Skills Programme & Active Floor at THK Day Activity Centres**

- **THK** Autism Centre @ Geylang Bahru and **THK** Day Activity Centre @ Chai Chee will provide the clients social skills training, where they learn how to interact appropriately under different social contexts, improve their self-confidence, well-being and quality of life.

- Capitalising on technology, Active Floor is an interactive floor that allows the clients to learn and develop intellectually, physically and socially. The learning games conducted have maths, language arts, and science content.

■ **Embarking on Employment as a Curriculum at THK Pan-Disability Centre @ Eunos**

To develop a sustainable curriculum based on workforce demands and job availability, the curriculum will look into:

1. Employment Toolkits for the different spectrum of disabilities

2. Job and Workplace Readiness Guide and Activity-based Modules
3. Career and Competency Mapping
4. Job Coach Training for Employers
5. Supported Employment Model
6. Supported Internship Modules and Model

THK ELDERLY SERVICES DIVISION

- Piloting an ageing in place programme to reach out to seniors beyond the confines of **THK** Seniors Activity Centres through a mobile Keep Active Keep Involved (KAKI) programme. KAKI engages seniors in the community in various activities such as physical exercises, community engagement, nutritional and health talks.

THK FAMILY SERVICES DIVISION

New Groupwork Programmes

- Single Parents Groupwork Programme (SIMCharge) - To provide social and emotional support to single parents through group sharing sessions, where participants share and learn from one another to cope with their challenging circumstances.
- Transnational Families Groupwork Programme (Our Kampung) - To embrace different cultures and beliefs as well as to enhance cultural positivity within transnational families and their children, and build a supportive kampung spirit together.
- Caregivers Groupwork Programme (Caregivers' League) - To allow caregivers a safe space to share their concerns, challenges and joys of their caregiving roles. Participants also get to learn the varying techniques and methods to cope with their stressors.

THK HUMAN RESOURCE DIVISION

- **THKMC** has been approved to be a Host Organisation for the SGUnited Traineeship programme. Under this programme, we will be engaging graduates of 2019/2020 to apply for traineeship of up to 12 months. Every trainee will have curated development plans to provide them with relevant work skills and an enriching learning experience in the social service sector. Trainees with good performance may be offered employment with **THKMC**. This will help us to attract and retain talents.

PLANS TO UPGRADE SERVICE DELIVERY

THK EIPIC DIVISION

- Preschool IT package (mobile and web applications) for **THK** EIPIC Centres, to enable staff and clients' families to communicate more efficiently and securely, streamline routine tasks such as attendance and temperature-taking, as well as consolidate client communications within a single, secure, integrated system.

CHARITY'S COMMITMENTS

Planned and committed capital expenditure with respect to building or major assets:

- Cyclical maintenance and renovation at **THK** Seniors Activity Centre @ Telok Blangah Crescent, **THK** Seniors Activity Centre @ Kaki Bukit and **THK** Family Service Centre @ Bukit Panjang amounting to about \$1.25 million.

- Replacement of 5 ageing commuter buses amounting to about \$400,000.

- New IT systems for Finance and Human Resources management amounting to about \$400,000.

- **THK** Home for Disabled @ Chai Chee will be piloting the use of Fall Prevention Sensor systems throughout the dormitories and toilets, creating an early warning system should falls or cries for help happen when staff are not nearby. The estimated cost is \$60,000.

Capacity Upgrading:

- EIPIC Research Unit is set up to improve service delivery of all **THK** EIPIC programmes in the long run through continuous evaluation of outcomes and quality improvement, ensuring fidelity of practice, and enhancing the capacity of staff in programme evaluation and research, at an estimated cost of \$750,000 over 3 years.

New Centre to be opened:

- **THK** Therapy Services Division is planning to setup a new Day Rehabilitation Centre (DRC) in Bukit Timah, at an estimated cost of \$75,000. The DRC will be located within Bukit Timah Community Club (CC) to serve persons who require therapy rehabilitation service. At the new DRC, the staff will work closely with the CC and grassroots organisations to identify people in need within Bukit Timah, especially the elderly living around the vicinity of Bukit Timah CC.

CONTACT US

Services Directory

RELIGIOUS INSTITUTION

Thye Hua Kwan Temple
71 Fernvale Link
Singapore 797539
Tel: 6513 9321

COMMUNITY HOSPITAL

Ang Mo Kio-
Thye Hua Kwan Hospital
17 Ang Mo Kio Avenue 9
Singapore 569766
Tel: 6453 8033

NURSING HOME

THK Nursing Home
@ Hougang
48 Hougang Avenue 8
Singapore 538793
Tel: 6812 9840

THK Nursing Home
Home Care Services
48 Hougang Avenue 8
Singapore 538793
Tel: 6841 2128

THK Senior Care Centre
@ Kaki Bukit
Blk 534 Bedok North Street 3
#01-814 Singapore 460534
Tel: 6241 1808

TCM & WESTERN CLINICS

THK Free Clinic
(Western Medical)
@ MacPherson
Blk 91 Paya Lebar Way
#01-3023 Singapore 370091
Tel: 6741 4255

THK TCM Medical Clinic
(Ang Mo Kio)
17 Ang Mo Kio Avenue 9
Singapore 569766
Tel: 6450 6172

THK TCM Medical Centre
(Taman Jurong)
Blk 337 Tah Ching Road
#01-01 Singapore 610337
Tel: 6795 1185

THERAPY SERVICES

THK Therapy Hub
150A Mei Chin Road #02-01
Singapore 140150
Tel: 6471 4270

THK Children Therapy
Centre @ Queenstown
150A Mei Chin Road #02-01
Singapore 140150
Tel: 6471 4270

THK Children Therapy
Centre @ MacPherson
Blk 121 Paya Lebar Way
#01-2859 Singapore 381121
Tel: 6805 9480

THK Pan-Disability Centre
@ Eunos
Blk 3 Eunos Crescent
#01-2577 Singapore 400003
Tel: 6846 1171

REHABILITATION & WELLNESS CENTRES

THK Day Rehabilitation
Centre @ Ang Mo Kio 257
Blk 257 Ang Mo Kio
Avenue 4 #01-67
Singapore 560257
Tel: 6459 9139

DISABILITY SERVICES

THK Home For Disabled
@ Eunos

THK Hostel For Disabled
@ Eunos

THK Home For Disabled
Adults @ Eunos
20 Jalan Eunos
Singapore 419494
Tel: 6745 9926

THK Home for Disabled Adults @ Chai Chee & Day Activity Centre
2 Chai Chee Lane
Singapore 469030
Tel: 6441 7640

THK Home for Disabled @ Sembawang
7 Sembawang Walk
Singapore 756977
Tel: 6208 8128

THK Autism Centre @ Geylang Bahru
Blk 72 Geylang Bahru
#01-3018 / 3032
Singapore 330072
Tel: 6906 7106

HOMES FOR DESTITUTE

THK Moral Welfare Home
301 Henderson Road
Singapore 108931
Tel: 6273 2239

THK Angsana Home @ Pelangi Village
14 Buangkok Green
Singapore 539755
Tel: 6489 8707

ELDERLY SERVICES

THK Indus Moral CARE
Blk 79 Indus Road #01-451
Singapore 161079
Tel: 6276 3283

THK Seniors Activity Centre @ Ang Mo Kio 257
Blk 257 Ang Mo Kio Avenue 4 #01-67
Singapore 560257
Tel: 6459 9139

THK Seniors Activity Centre @ Ang Mo Kio 645
Blk 645 Ang Mo Kio Avenue 6 #01-4937
Singapore 560645
Tel: 6554 7298

THK Seniors Activity Centre @ Ang Mo Kio 208
Blk 208 Ang Mo Kio Avenue 1 #01-1019
Singapore 560208
Tel: 6456 2611

THK Seniors Activity Centre @ Boon Lay
Blk 190 Boon Lay Drive
#01-242 Singapore 640190
Tel: 6264 3455

THK Seniors Activity Centre @ Bukit Merah View
Blk 118 Bukit Merah View
#02-101 Singapore 150118
Tel: 6276 4761

THK Seniors Activity Centre @ Henderson (Satellite 93)
Blk 93 Henderson Road
#01-210 Singapore 150093
Tel: 6273 8291

THK Seniors Activity Centre @ Kaki Bukit
Blk 509B Bedok North Street 3 #02-157 Singapore 462509
Tel: 6241 6691

THK Seniors Activity Centre @ MacPherson
Blk 90 Pipit Road #01-103
Singapore 370090
Tel: 6745 6696

THK Seniors Activity Centre @ Telok Blangah Crescent
Blk 3 Telok Blangah Crescent
#01-504 Singapore 090003
Tel: 6276 1216

THK Seniors Activity Centre @ Toa Payoh 31
Blk 31 Lorong 5 Toa Payoh
#01-663 Singapore 310031
Tel: 6250 3827

THK Seniors Activity Centre @ Toa Payoh 15
Blk 15 Lorong 7 Toa Payoh
#01-579 Singapore 310015
Tel: 6251 6504

THK Seniors Activity Centre @ Cassia
Blk 52 Cassia Crescent
#01-155 Singapore 390052
Tel: 6917 2507

THK Bedok Radiance Seniors Activity Centre
Blk 12 Bedok South Avenue 2 #01-610
Singapore 460012
Tel: 6242 2483

THK Seniors Activity Centre @ Beo Crescent
Blk 44 Beo Crescent #01-67
Singapore 160044
Tel: 6376 3023

THK Seniors Activity Centre @ Fengshan 101
Blk 101 Bedok North Avenue 4 #01-1958
Singapore 460101
Tel: 6208 2653

THK Seniors Activity Centre
@ Fengshan 114
Blk 114 Bedok North Street 2
#01-240 Singapore 460114
Tel: 6245 6993

THK Young at Heart
Blk 650 Ang Mo Kio Street 61
#01-09 Yio Chu Kang Vista
Singapore 560650
Tel: 6556 4833

THK Home Help Service East
2 Chai Chee Lane
Singapore 469030
Tel: 6242 8103 (Food)
Tel: 6589 0694 (Transport)

THK Home Help
Service West
Blk 152 Mei Ling Street
#01-08 Singapore 140152
Tel: 6473 6113

THK CREST @ Central
(Beo Crescent)
Blk 44 Beo Crescent
#01-57 Singapore 160044
Tel: 6924 2951

THK Seniors Group Home
@ Pipit
Blk 93 Paya Lebar Way
#01-3057 Singapore 370093
Tel: 6846 1228

THK Seniors Group Home
@ Ang Mo Kio 257
Blk 257 Ang Mo Kio
Avenue 4 #01-67
Singapore 560257
Tel: 6926 5329

THK Seniors Group Home
@ Indus
Blk 79 Indus Road #01-451
Singapore 161079
Tel: 6276 3283

THK Seniors Services
@ Taman Jurong
Blk 337 Tah Ching Road
#01-01 Singapore 610337
Tel: 6795 1185

THK Chong Pang Social
Service Hub
Blk 131 Yishun Street 11
#01-235 Singapore 760131
Tel: 6690 0110

THK Chong Pang
Wellness Centre
Blk 131 Yishun Street 11
#01-237 Singapore 760131
Tel: 6690 0114

THK Social Service Hub
@ Chinatown Point
133 New Bridge Road
#04-04 Chinatown Point
Singapore 059413
Tel: 6589 0690

THK Social Service Hub
@ Bukit Batok East
Blk 235 Bukit Batok East
Avenue 5 #01-21
Singapore 650235
Tel: 6566 5303

THK Cluster Support
@ Ang Mo Kio
Blk 650 Ang Mo Kio Street 61
#01-09 Yio Chu Kang Vista
Singapore 560650
Tel: 6556 4833

THK Cluster Support
@ Bukit Merah
Blk 44 Beo Crescent #01-57
Singapore 160044
Tel: 6924 2951

THK Cluster Support
@ Geylang
Blk 93 Paya Lebar Way
#01-3057 Singapore 370093
Tel: 6846 1228

THK Cluster Support
@ Bedok
Blk 13 Bedok South Road
#01-625 Singapore 460013
Tel: 6241 8171

CARE CLOSER TO HOME PROGRAMME

THK Care Close to Home
(C2H) @ Ang Mo Kio 257
Blk 257 Ang Mo Kio
Avenue 4 #01-67
Singapore 560257
Tel: 6926 5329

THK Care Close to Home
(C2H) @ Beo Crescent
Blk 44 Beo Crescent #01-57
Singapore 160044
Tel: 6924 0375

THK Care Close to Home
(C2H) @ Bedok Radiance
Blk 13 Bedok South Road
#01-625 Singapore 460013
Tel: 6241 8171

THK Care Close to Home
(C2H) @ MacPherson
Blk 90 Pipit Road #01-103
Singapore 370090
Tel: 6917 3162

THK Care Close to Home (C2H) @ Telok Blangah Crescent
Blk 4 Telok Blangah Crescent #01-460
Singapore 090004
Tel: 8822 3155

COMMUNITY BEFRIENDING PROGRAMME

THK Community Befriending Programme (Boon Lay)
Blk 190 Boon Lay Drive #01-242 Singapore 640190
Tel: 6246 6065

THK Community Befriending Programme (MacPherson)
93 Paya Lebar Way #01-3057 Singapore 370093
Tel: 6846 1228

THK Community Befriending Programme (Toa Payoh / Chong Pang / Yio Chu Kang)
Blk 650 Ang Mo Kio Street 61 #01-09 Yio Chu Kang Vista Singapore 560650
Tel: 6556 4833

THK Community Befriending Programme (Taman Jurong)
Blk 337 Tah Ching Road #01-01 Singapore 610337
Tel: 6795 1185

THK Community Befriending Programme (Bukit Batok East)
Blk 235 Bukit Batok East Avenue 5 #01-21
Singapore 650235
Tel: 6566 5303

HOME CARE SERVICES

THK Home Health Services
THK Home Personal Care Services

THK Interim Caregiver Services
Blk 131 Yishun Street 11 #01-235 Singapore 760131
Tel: 6690 0110

MEAL CENTRES

THK Meal Centre @ Telok Blangah Crescent
Blk 4 Telok Blangah Crescent #01-500 Singapore 090004
Tel: 6270 9443

THK Meal Centre @ Toa Payoh
Blk 31 Lorong 5 Toa Payoh #01-663 Singapore 310031
Tel: 6250 3827

THK Meal Centre @ MacPherson
Blk 91 Paya Lebar Way #01-3023 Singapore 370091
Tel: 6741 4255

THK Indus Moral CARE (Subsidised meals)
Blk 79 Indus Road #01-451 Singapore 161079
Tel: 6276 3283

FAMILY SERVICES

THK Family Service Centre @ Bedok North
Blk 554 Bedok North Street 3 #01-241 Singapore 460554
Tel: 6449 1440

THK Family Service Centre @ MacPherson
Blk 91 Paya Lebar Way #01-3023 Singapore 370091
Tel: 6741 4255

THK Family Service Centre @ Tanjong Pagar
Blk 18 Jalan Membina #04-01 Singapore 164018
Tel: 6270 6711

THK Family Service Centre @ Jurong
Blk 183B Boon Lay Avenue #01-716 Singapore 642183
Tel: 6716 9466

THK Family Service Centre @ Bukit Panjang
Blk 139 Petir Road #01-448 Singapore 670139
Tel: 6767 1740

THK Centre For Family Harmony @ Circuit
Blk 37 Circuit Road #02-455 Singapore 370037
Tel: 6747 7514

THK Centre For Family Harmony @ Commonwealth
Blk 54 Commonwealth Drive #01-566 Singapore 142054
Tel: 6357 9188

CHILDREN SERVICES

THK EIPIC Centre
@ Choa Chu Kang
Blk 606 Choa Chu Kang
Street 62 #01-139
Singapore 680606
Tel: 6762 9125

THK EIPIC Centre
@ Woodlands
Blk 716 Woodlands Drive 70
#01-124 Singapore 730716
Tel: 6362 5371

THK EIPIC Centre
@ Tampines
Blk 424 Tampines Street 41
#01-188 Singapore 520424
Tel: 6783 5338

THK EIPIC Centre
@ Ang Mo Kio
Blk 313 Ang Mo Kio
Avenue 3 #01-2322
Singapore 560313
Tel: 6499 9379

THK Super Talent Childcare
(Membina)
Blk 18 Jalan Membina
#03-01 / 02
Singapore 164018
Tel: 6276 4243

THK Super Talent Childcare
(MacPherson 122)
Blk 122 Paya Lebar Way
#01-2903 Singapore 381122
Tel: 6844 3550

THK Super Talent Childcare
(MacPherson 93)
Blk 93 Paya Lebar Way
#01-3039 Singapore 370093
Tel: 6741 8359

THK Super Talent Childcare
(Ang Mo Kio)
Blk 218 Ang Mo Kio
Avenue 1 #01-925
Singapore 560218
Tel: 6552 1058

THK Super Talent
Student Care Centre
(Bedok North)
Blk 534 Bedok North Street 3
#01-806 Singapore 460534
Tel: 6449 9054

THK Super Talent
Student Care Centre
(Bukit Panjang)
Blk 141 Petir Road #01-270
Singapore 670141
Tel: 6767 1770

THK Super Talent
Student Care Centre
(Punggol Walk)
Blk 213C Punggol Walk
#01-781 Singapore 823213
Tel: 6443 1218



For the map of
the programmes
and services
provided by **THK**,
please scan the
QR code above.



太和观 THK

**THEYE HUA KWAN
MORAL CHARITIES LIMITED**

1 North Bridge Road #03-33
High Street Centre Singapore 179094

T: +65 6337 1201 F: +65 6333 5141
E: thkmc-hq@thkmc.org.sg