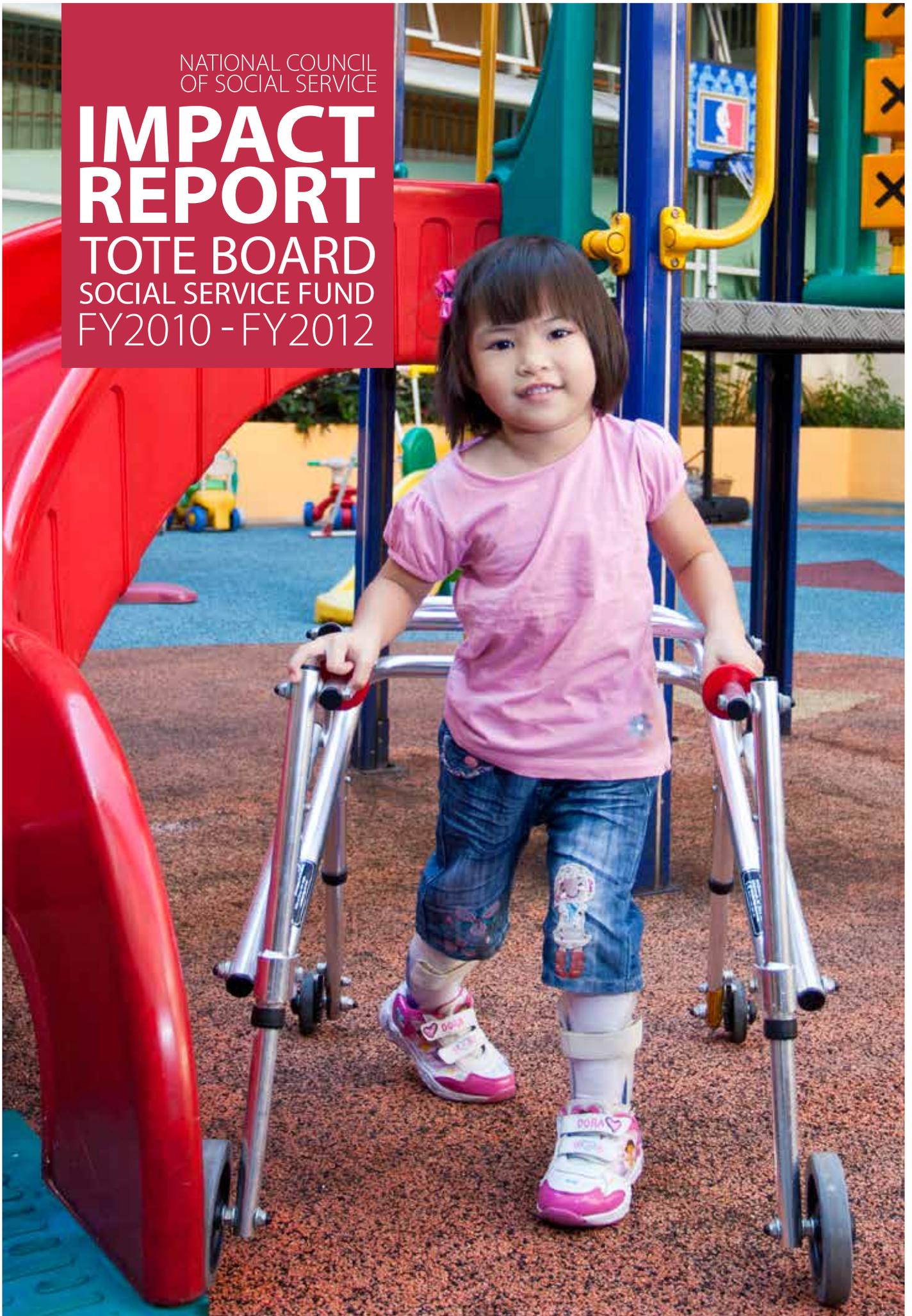


NATIONAL COUNCIL
OF SOCIAL SERVICE

IMPACT REPORT

TOTE BOARD
SOCIAL SERVICE FUND
FY2010 - FY2012



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Tote Board has established the Tote Board Social Service Fund with the aim to support worthy social causes and improve lives in the community. We are grateful as the fund has been a vital resource for NCSS to develop stronger capabilities amongst our voluntary welfare organisations (VWOs) and strengthen social service programmes in delivering better outcomes for the less fortunate. It is our hope to continue our successful partnership with Tote Board to bring about greater value to those whom we serve.

**Ms Tina Hung, Deputy Chief Executive Officer,
National Council of Social Service**

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NCSS Service Planning & Development Group and Corporate Communications

National Council of Social Service • 170 Ghim Moh Road #01-02 Singapore 279621 • Tel: 6210 2500 • Fax: 6210 2540 • www.ncss.org.sg

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TOTE BOARD SOCIAL SERVICE FUND FY2010-FY2012 INVESTMENT OVERVIEW



EXECUTIVE SUMMARY

The Tote Board Social Service Fund (TBSSF) was set up in Financial Year (FY) 2006 by the Tote Board to inject funding to key social service programmes that generate positive outcomes for the society. Administered by the National Council of Social Service (NCSS), the TBSSF reflects the successful partnership NCSS has forged with Tote Board to serve the less fortunate in our community.

The fund has played a crucial role in enabling the sector to respond to the emerging needs of the disadvantaged groups facing social and economic challenges in recent years. A significant portion of the investment has been channelled towards strengthening the quality of social

services, enhancing the capabilities of VWOs and their employees, and developing a stronger and more effective social service sector.

For FY2010 to FY2012, a total of \$160.3 million was injected in four key sectors; family, children and youth, disability and eldercare, allowing them to benefit more than 285,000 needy individuals and families. This inaugural Impact Report presents the investment focus and outcomes achieved by the social service programmes supported by the TBSSF in the three years, including an in-depth focus on impact from the fund in FY2012.

FY2010 - FY2012 INVESTMENT STRATEGY

There is an increasing need for NCSS to explore collaborative approaches involving the people, public and private sectors to respond to emerging needs of our society. As a strong community partner in co-creating solutions, Tote Board, through the TBSSF, has

been investing in social programmes which have a positive impact on the lives of individuals and the community in the four key sectors; Family, Children and Youth, Disability and Eldercare.

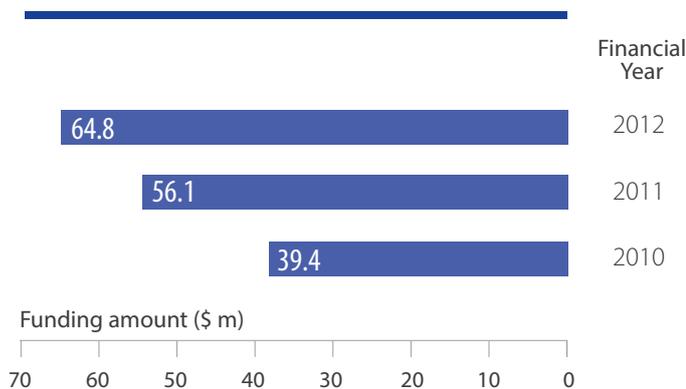


Between FY2010 and FY2012, the investment strategy for TBSSF has been to strengthen existing structures and explore new initiatives. This includes funding:

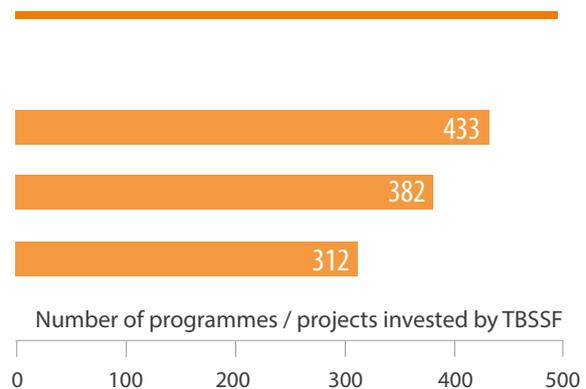
- critical and strategic programmes to meet the basic needs of the society.
- new initiatives such as consultancy, research and pilot programmes to develop new capabilities, cutting edge initiatives, new service models and good practices to achieve better service quality.
- for VWOs' capital projects to build infrastructure capacity.

The increasingly complex and rising needs, as well as heightened public expectations, have resulted in focusing funding of programmes and projects with the potential to yield impactful social outcomes. **Graph 1** provides a breakdown of the investments.

Graph 1 **TBSSF Investments in VWOs**



Number of Funded Programmes and Projects



SOCIAL OUTCOMES OF TBSSF INVESTMENT

The TBSSF investment demonstrated positive impact through the funded social service programmes and projects. Over 285,000 individuals and families benefited

from better access to quality and essential services that aimed at maximising their potential and enabling them to integrate into society.



IMPACT ON FAMILY SECTOR

79,759

vulnerable families became stronger and more resilient in FY2012

FY2011	79,068
FY2010	69,006



IMPACT ON CHILDREN & YOUTH SECTOR

3,884

at-risk children and youth were supported to increase their socio-emotional competency, build positive relationships and remain in school in FY2012

FY2011	3,408
FY2010	1,957



IMPACT ON DISABILITY SECTOR

2,398

people with special needs acquired functional skills to remain independent in FY2012

FY2011	2,250
FY2010	1,957

1,688

people with special needs were enabled to earn an income in FY2012

FY2011	1,606
FY2010	1,570



IMPACT ON ELDERCARE SECTOR

15,938

seniors were supported to age within the community in FY2012

FY2011	11,398
FY2010	9,439



CHLOE, EDEN CHILDREN'S CENTRE

IMPACT ON FAMILY SECTOR

Families in need to be strong
and stable



79,759

vulnerable families
became stronger and
more resilient in FY2012



Families are increasingly susceptible to the socio-economic changes in Singapore. Given the changing economic climate, demographic structure and lifestyle changes observed in recent years, there is a pressing need to strengthen the social support for families and individuals who are having difficulties keeping up with the changes.

TBSSF co-funded the family service centres (FSCs), which serve as vital first-stop focal points for needy families and individuals to seek assistance and social support. The funding enabled FSCs to enhance their capacity and capabilities to better serve the needs of vulnerable families and individuals.

79,759 vulnerable families benefited from the support and intervention from FSCs, after-care and counselling centres in FY2012. The programmes increased their ability to resolve conflicts, manage their finances, and become more self-reliant.

CASE STUDY OF MDM CHEONG AND HER FAMILY, FEI YUE FSC

Mdm Cheong Ying Yong did not know what to do when she and her family could not pay their HDB arrears. After one of her friends told her that she could seek help at a FSC, staff at Fei Yue FSC helped to get her life back on track through counselling sessions and tapping on financial aid for her school-going children.

Today, besides taking up home-based assignments as well as renting out a room for extra income, she is also doing her best to be a dedicated mother, with her two children's well-being as her top priority.

TBSSF co-funded the FSCs, which serve as vital first-stop focal points for families and individuals in difficulties to seek assistance and social support.



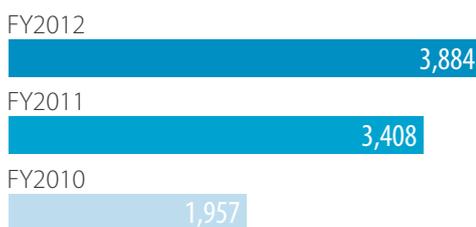
IMPACT ON CHILDREN AND YOUTH SECTOR

At-risk children and youth to be contributing members of society



3,884

at-risk children and youth were supported to increase their socio-emotional competency, build positive relationships and remain in school in FY2012



Young persons are valuable assets to the nation. The TBSSF invested in core youth programmes aimed at providing developmental support for youth-at risk, helping them strengthen their socio-emotional competency.

3,884 children and youth were involved in programmes such as counselling and mentoring, experiential learning, School Social Work (SSW) and other early support programmes in FY2012.

These programmes helped to increase their ability to develop positive relationships with their peers, teachers and parents. Particularly, the SSW and other early support programmes helped to improve their problem-solving skills and ability to cope with their studies, which encouraged them to remain in school and complete their education.

CASE STUDY OF NUR HIDAYAT, CHILDREN-AT-RISK EMPOWERMENT ASSOCIATION (CARE) SINGAPORE

Naughty, defiant and a disruptive influence in class, Nur Hidayat Md Ibrahim, then 17, was notorious in his secondary school. When his class was assigned to go through the Uth Power! Programme run by Children-At-Risk Empowerment Association (CARE) Singapore, Hidayat strove to upset the youth workers as well. But, he was surprised by their patience and concern. After three years, through workshops, camps, after school activities and counselling, Hidayat gradually discovered his self-worth and sought to become a better student. Tapping on his energetic nature and harnessing his leadership potential, Hidayat was encouraged to take on facilitation and leadership roles in CARE Singapore's programmes in his school. Hidayat also pursued his studies in mechatronics at the Institute of Technical Education.

The School Social Work and other early support programmes funded by TBSSF helped youth to improve their problem-solving skills and ability to cope with their studies, which encouraged them to remain in school and complete their education.



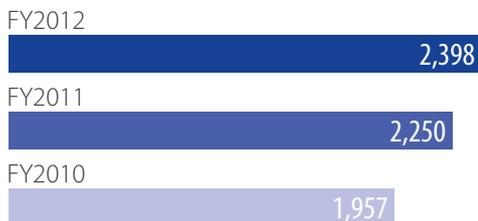
IMPACT ON DISABILITY SECTOR

Persons with special needs to be integrated into the community



2,398

Persons with special needs acquired functional skills to remain independent in FY2012



1,688

Persons with special needs were enabled to earn an income in FY2012



Approximately 3% of the population¹ had some form of disability between 2005 and 2011. There were 7,000 preschool children with developmental difficulties, 13,000 school-going children with special needs, and 77,200 adults and seniors with disabilities. As persons with disabilities face more stressors throughout their lives, quality intervention programmes will enable them to gain independence and integrate into the community.

The TBSSF helped to boost the accessibility of persons with disabilities to key programmes such as the Early Intervention Programme for Infants and Children (EIPIC), special education (SPED) schools, and sheltered employment opportunities.

1,688 persons with special needs earned an income or allowance upon receiving vocational skills training and support services at SPED schools, sheltered workshops, and job placement and job support programmes in FY2012. In addition, 2,398 persons with special needs acquired functional independence skills at EIPIC, SPED schools, day activity centres, and homes or hostels to enhance their integration into the community.

CASE STUDY OF PEARL LEE, SOCIETY FOR THE PHYSICALLY DISABLED

Born with osteochondral dysplasia, Ms Pearl Lee has a severely curved spine, bow legs and a restrictive airway disease, all results of the condition. She has difficulty walking quickly and requires a wheelchair for travelling longer distances. Not letting her condition stop her from excelling academically, Pearl graduated with a Second Upper Honours Business degree from Nanyang Technological University. While her friends found jobs soon after graduation, Pearl was still unsuccessful in her search after three months. She then approached Society for the Physically Disabled's Employment Support Programme for help. Through the programme, Pearl was successfully matched to a human resource executive search company as a market analyst. She worked from home, which was a bonus since commuting to work was challenging for her, and kept in touch with colleagues through online conferencing.

1. Enabling Masterplan 2012-2016



The TBSSF helped to boost the accessibility of persons with disabilities to major programmes such as the EIPIC, SPED schools, and sheltered employment opportunities.



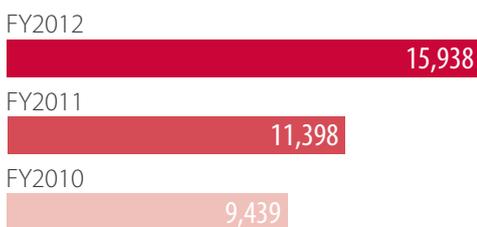
IMPACT ON ELDERCARE SECTOR

Seniors in need to be able to lead lives with dignity within the community



15,938

seniors were supported to age within the community in FY2012



With a growing pool of seniors in Singapore, more aged-care facilities are required to meet the increasing needs. The TBSSF has played an important role in supporting the development of senior activity centres (SACs) and neighbourhood links (NLs) to serve the low-income and vulnerable seniors in the community. The SACs serve as a support network for the seniors, especially the vulnerable ones, through the provision of care and support services. The NLs engage the seniors through outreach and community activities.

15,938 socially isolated seniors received befriending services and assistance from the SACs and NLs through home visits, active ageing activities, and information and referral services in FY2012. These programmes have helped the seniors to gain more access to care services and an increased level of social support within the community.

CASE STUDY OF MDM NG SOO GEK, CARE CORNER SAC (TOA PAYOH)

100-year-old Mdm Ng Soo Gek is living in a one-room rental flat with her son just above the Care Corner SAC (Toa Payoh). She started participating in the activities organised by the SAC in 2000. Throughout these years, the SAC has provided her with meals and befriending service. Mdm Ng is also receiving monthly financial assistance. Since joining the SAC, she has become happier, especially in the company of other elderly neighbours whom she has come to know at the centre.

Programmes supported by the TBSSF have helped the seniors gain more access to care services and an increased level of social support within the community.





NATIONAL COUNCIL OF SOCIAL SERVICE

170 Ghim Moh Road #01-02 Singapore 279621

T. 6210 2500 F. 6468 1012

www.ncss.org.sg