




FAITHACTS



A Fulfilling  
Journey



Annual Report 2012-2013



A community service agency of Faith Methodist Church

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## Mission

To provide quality and holistic services that address social issues with our distinctive Christian love that meet the changing needs of the community.

## Message by Patron

As a non-profit community service provider, FaithActs has been tireless and steadfast in its stated purpose to 'impact, change and transform lives' for the past 9 years.

It is heartening to note that FaithActs has continually reached out with many meaningful programmes and activities and solidly established itself in the communities and the groups it serves. These include children, youths-at-risk, families, the underprivileged and seniors. Such initiatives also include community service learning journeys for secondary schools, marriage enrichment and parenting classes for young people, healthy activities for seniors, and many others.

I am pleased to learn that FaithActs' success is also a result of its ability to forge effective and fulfilling collaborations with partners such as schools, health service providers and corporations. The work of FaithActs has indeed helped to strengthen bonds across various communities in Queenstown, and made a positive difference to the lives of those in need.

I believe that FaithActs will continue to make an impactful contribution and difference to the lives of many in our community for many years to come.

Dr Chia Shi-Lu





Pastor-In-Charge  
Rev Paul Nga



FaithActs Chaplain  
Rev Ming Feong Ching

Message by

Pastor-in-charge/Chaplain

Since 2004, FaithActs has actively engaged in exploring and innovating robust and resilient programmes and services to meet the needs of the weak, the needy and the disadvantaged within the community of Queenstown. Through the years, she has provided assistance to all beneficiaries regardless of age, ethnicity, socio-economic and religious background.

FaithActs has come thus far because of the generous and continuous contributions of different persons and organisations who are committed to a similar cause. With their ongoing participation, I am confident that FaithActs will continue to shine as a beacon of light in the community to show direction to the lost, lifting the fallen, and being a companion to the lonely and an inspiration to the disillusioned. It is our prayer that she will continue to bear out the truth of Psalms 82:3 which is 'to defend the weak and the fatherless; uphold the cause of the poor and the oppressed.' (NIV)

DISCLOSURE REPORT

RESERVE POLICY And RESERVE POSITION

	RESERVE POSITION as at 31 July 2013	FY2012/2013	FY2011/2012
A	Accumulated fund-Unrestricted	619,360	758,109
B	Total Annual Operating Expenditure	1,036,597	1,178,259
C	Ratio of Funds to Annual Operating Expenditure (A/B)	0.60	0.64

The audited financial statements are posted on our website: [www.faithacts.org.sg/about.html](http://www.faithacts.org.sg/about.html)

Reserve Policy

The reserves are not expected to exceed the equivalent of one year's expenditure of the organisation, and are maintained so to provide working capital and to enable FaithActs to develop over the longer term.

Trustee Remuneration and Related Party Transaction

No member of the management committee received any remuneration during the year. No trustee of other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year.

## Management Committee

Chairperson	Ang Ley Keow		
Vice Chairperson	Tan Chow Boon		
Secretary	Albert Lim		
Assistant Secretary	Wong Kron Joo		
Treasurer	Lily Chua		
Assistant Treasurer	Woo Siew Leng		
Members	Edmund E	Dr Lee Wee Leong	
	Patrick Phong	Lee Gee Aik	
	Susan Niam	Cindy Koh	William Sim
Ex-officios	Rev Paul Nga	Rev Ming Feong Ching (Chaplain)	
	Shirley Ng		

EXECUTIVE DIRECTOR Shirley Ng

YOUTH SERVICES Head, Youth Services Brian Zhang  
Youth Worker Ivan Lam Ian Binny

OUTREACH & FAMILY SERVICES Head, Outreach Goh Siong Chu  
Senior Social Worker Michael Tiew

SENIORS SERVICES Acting Head, Senior Services Betty Chan  
Programme Administrator Sandra Lim

CORPORATE SERVICES Finance and Admin Manager Lim Sok Hwee  
Administrative Officer Patricia Tan  
Corporate Partnership and Marketing Manager Jean Hong  
General Worker Sharifa Sharif

# A Youth's Journey

## Chee Hoe

### About Chee Hoe

Chee Hoe has been a member of FaithActs since 15 January 2010 when he was just 10 years old.

Below is a write-up on the programmes Chee Hoe has been engaged in.



Ask me about my childhood... I would sum it up in one word - "FaithActs". That's because I grew up with this agency in my estate.

This is a place where I experience positive influences through my relationships with adult mentors and role models. Who would want to hang out on the streets when the Hub provides a safe and healthy environment with exciting games and activities?

The computer in the Hub helps me with my school work as I do not have one at home. FaithActs staff taught me the right values even while I was participating in the competitive pool and soccer table games in the Hub.

**Adventure Outings**

I enjoyed tremendously the adventure outings as they provided me with the opportunity to make new friends. I also learnt various skills during each activity. Examples are rock climbing and canoeing which helped to develop endurance and patience in my character.

**Junior Chef**

It was very interesting to learn about the nutritional values of various types of food during another activity called Junior Chef.

As a result of what I learned through this activity, I scored an "A" for Home Economics in school.



**Junior Chef**  
Pan Pacific Hotel Orchard Executive Chef Andy Ho giving a cooking demonstration to the youth participants

**Soccer Academy**

I have been a keen participant in the soccer academy since its inception in 2012 as it helps me to understand the meaning of team spirit. We learn social values in a fun way through the regular training sessions and games.



**Soccer Academy**  
Sessions are conducted on Sundays by a professional coach.



**Tuition**

My sisters and I are thankful to the FaithActs tuition programme. It has helped many students like me who are weak academically to achieve good grades. I am now in Secondary One although initially I worried over whether I could make it this far. The tuition programme has worked well for me.

**Tuition**

Open to Primary and Secondary School students. Wednesday and Thursday nights from 7:30pm to 9:30pm.

Afternoon sessions for Primary School Students (subject to availability of tutors).

FaithActs Youth Hub is open from Thursdays to Fridays, 2.30pm to 6.00pm.

### Creative Arts

This programme reached a new peak when the youths were invited to perform for the former President, S R Nathan in 2010. Thereafter, the youths were given many opportunities to perform in FaithActs corporate events such as Open House, Charity Golf, and the Channel 8 MediaCorp Project Dream Home show. The youths found an avenue to express their passion and creativity through their hip-hop dance.



**Creative Arts Rockers**  
Performance for FaithActs Corporate Events

### New Initiatives

I had a memorable childhood with FaithActs. Those who recently joined because of its new initiatives will grow up with an even more exciting and enriching journey than mine.

### Reading Programme

One of the new initiatives is the reading programme. Today, children aged 7 years of age are able to join as FaithActs members. "If only I could start all over again!"

This programme is supported by volunteers who are specialists in speech/drama and education. It will definitely help the children to boost their language skills.

### Conclusion

I am very pleased and grateful that FaithActs was such an important part of my early life. I benefit much from its belief that every youth has the potential to succeed in life. FaithActs has indeed left a deep and lifelong imprint on my life.

## A Volunteer's Journey

Tiak Boon

### About Tiak Boon

Tiak Boon has been a volunteer with FaithActs since 2010. He is also the Vice-Chairperson of FaithActs' Seniors Sub-committee. In this capacity, he contributes ideas to FaithActs Seniors programmes. Tiak Boon was also instrumental in planning the logistics for the volunteers when the Seniors Workout started in 2009.

Below is an adaptation of his sharing during a DAD's Support Group meeting held in Faith Methodist Church. Tiak Boon shares how as a volunteer, he had been able to help his parents enrich their lives, impart values to his children and serving now as a family inculcates the importance of family support and bonding.

Let me start by sharing with you how and why I started volunteering at FaithActs Seniors. I got to know about the FaithActs WOW Workout through a colleague. I decided to bring my mom to the programme so that she will experience firsthand a Christ-loving community and perhaps enjoy an active lifestyle with a sense of purpose in her old age.

In my 2 years of serving as a van driver, I have seen two of my passengers passed away. One of them was Mdm Ooi, who would always lament to me about how another week had passed whenever she sees me. Such was her longing to attend the WOW Workout that there was a time when I forgot to pick her at the appointed time and she waited 45 minutes for me. When I finally realized my mistake and picked her up, she was about to jump into a cab to get to Block 76 where we do our exercises. I was told that before she passed away, it was her final wish to have her WOW graduation certificate placed with her.

The other senior was Mdm Lee, also affectionately known as "Ah Por". She lived alone and at 80+ years of age, was as spirited and independent as any "huang-mao-ya-tou" (youth). You can look into her eyes and find wisdom there. You can be inspired simply by the wrinkles on her face. And yet, she was full of humility and gratitude every time I come by to pick her up. She passed away in a nursing home.

I miss them both so much. The reality is that many other passengers we ferry will pass on in my life time. This is why I serve with the FaithActs Seniors programme – because the work is urgent. Lives are passing on every day, more so in this group than any other.



When I was asked to help drive the van, I made a pact with my wife – I would volunteer only if the family comes with me. The commitment to volunteer would not be sustainable if I did so without my family by my side I want to be with them since I travel most of the time. Volunteering together as a family was important to me especially if your children are young like mine.

I believe that with children, or anyone we are trying to influence,

it is much better to inspire than to instruct. To inspire, you can do so with beautiful words but at some point, you have to demonstrate and lead by example. When I drive the van, my boys would be there to interact with the passengers. When everyone has alighted, they would ask me, "Dad, why do we have to drive the van? Why can't someone else do it?" I would reply, in a plain, matter-of-fact and true-to-my-heart way: "Because one day, daddy will be old and frail like these uncles and aunties. And then, I'll need someone to help me get around." This is followed by silence as they contemplated my reply.

I'm trying to teach my children about filial piety. We need to step into the real world where people grow old around us – they are opportunities for us to practise piety on in real life. Furthermore, if we want to teach piety and respect, we have to start with ourselves. I have a deep respect for elders and I want my children to develop that aspect of their character. And to do so, I need to practise what I preach. So volunteering becomes a lesson in life for my children.

Be our volunteer today, fill up the response card at the back page and a staff will contact you.

# A Senior's Journey

Madam Koh A E

I first heard about FaithActs and its programmes when a staff member approached me at the Tanglin Halt market. I was interested to spend some time out of my home and decided to join in the exercise programme.

### WOW Workout

The exercise programme runs on Wednesdays and Saturdays. We are taught exercises that help to strengthen our muscles in order to minimize the risk of falls. This helps seniors to stay healthy. The volunteers are always watching out for our safety and well-being. There are also refreshments at the end when the seniors have a chance to mingle and chat. Some choose to remain for the board games which help to keep their minds active. This programme not only keeps us physically healthy but also socially connected.



### Social Recreation Programme (SRP)

FaithActs' staff encouraged me to also take part in the SRP which is on Tuesdays and Thursdays. On Tuesdays, we keep our minds healthy through games designed to stimulate our senses and keep our brains active. We have fun solving puzzles and learning new things through friendly competition with each other. Occasionally, external agencies like the Health Promotion Board and the Esplanade are invited to run workshops that cater to the different interests of the seniors.



FaithActs also celebrates festive occasions such as Chinese New Year and Dumpling Festival during which we get to enjoy a hearty meal as well as the games and prizes that are planned by the staff or sponsored by corporate companies.

On Thursdays, we keep ourselves active through learning dance steps from a group of volunteers. This helps us to improve our coordination while enjoying the music at the same time. We are also given opportunities to showcase our dance skills at different events like the Community Dinner and Christmas party at Jurong Country Club. This is our way of giving back to the society.

#### Outings & Events

Another thing that we seniors enjoy immensely is outings! FaithActs organizes outings regularly to bring us to "see the world" that we otherwise would not know about. Besides sightseeing at places of interest like the Zoo where we viewed exotic animals like the pandas, and the Gardens by the Bay, which wowed us with beautiful floral displays, there are trips that are more educational, such as visiting the Tortoise and Turtle Museum and NUS UTown.

FaithActs has many corporate partners that often make it possible for us to visit places that would otherwise be out of bounds for us. This is especially so for the wheelchair-bound and the frail seniors. FaithActs has brought us seniors so much joy through the visits.

#### Grey Matters

One avenue that has enriched our lives is talks by professionals. FaithActs regularly organizes talks on various topics that keeps us up to date, thus, enriching our lives. For example, we learned about the importance of calcium for seniors, common herbs that we can find in our neighbourhood that are good for health, and road safety. Information like this helps us to be more aware of ways to look after ourselves better.

#### Conclusion

I am happy to be a part of FaithActs Seniors Services. I have seen how FaithActs care for the seniors, especially the frail and wheelchair-bound. They are not left home alone as they are also included in all the outings.

My life has certainly been enriched and I hope to be able to continue to age actively with them.



FaithActs Senior Services  
and open to seniors 50 years  
old and above.

## A Scholarship Recipient's Journey

an ITE-student

#### About the recipient

The write-up is adapted from an ITE-student for the scholarship application.

"My father is 48 years old and he is the sole breadwinner in the family. He has worked as a security officer for almost 25 years with AETOS Security Management. He puts in lots of overtime to bring more money home.

My mother is a full time housewife who looks after my 5 year-old brother. She also takes care of my grandmother who is 70 years old. My grandmother is very old and sickly. She has been suffering from rheumatism for the past 2 years. Recently she had a heart attack. My father is responsible for providing for her medical needs. My mother accompanies my grandmother to Tampines Polyclinic for her monthly check-up. The bill comes up to about \$150 per month which my father has to bear. My grandmother was admitted to hospital twice this month at Changi Hospital and then at Singapore General Hospital for which my father had to spend a total of \$7000.

I pity my father who works very hard. In 2009, my father collapsed at work and was admitted to hospital due to a sudden heart attack. He was hospitalized for a few months. My family was in financial difficulties and I had to work part-time at KFC in Simei. My part-time job paid me \$3 per hour. I have to manage my time in school and work. It was very tiring but I forced myself to work because I needed to give some of my salary to help with the family's groceries.

My secondary school gives me \$200 for good performance in my studies. I am very happy and proud of myself. I promised myself that I will study hard to make my father proud of my achievement. I have achieved a GPA of 3.6 and am very happy with my grades.

The main reason I applied for the FaithActs scholarship is to lighten my father's burden.



The scholarship will relieve my father of the stress of providing for my course fees. I want to prove to my family that I can do well in my studies. I also want to further my studies in a Polytechnic."

#### Scholarship

The FaithActs Scholarship was introduced in 2010. It was initially awarded to Secondary Three express stream students who achieve excellent results and come from low-income families.

In 2012, the scholarship was extended to students from ITE College West. The main objective of the scholarship is to lessen the financial woes of students who had good academic results. The scholarship opens up opportunities for students to develop their potential and character by giving back to the community through their involvement in FaithActs community projects.

Since the introduction of the scholarship, 18 students have received the awards. In November 2012, 4 awards were given to St Margaret's Secondary School and

Queensway Secondary School. Another 4 awards were given to students from ITE College West.

#### Bursary

The aim of the FaithActs Bursary is to support students from poor and needy families. The financial assistance is to aid full time students in Primary/Secondary schools or Junior Colleges, Institutes of Technical Education, Polytechnics and Special Education Institutions.

The bursary serves as an encouragement to the students to strive for greater achievement, thus benefiting themselves and the community. Recipients are also encouraged to participate and volunteer in FaithActs activities.

Since its introduction in 2007, the FaithActs Bursary has benefited more than 250 students. In November 2012, 60 students from Primary School right up to the Polytechnics and 20 students from Special Needs Schools were awarded bursaries.



Bursary and Scholarship applications are open to students who are Singaporean & P.R. citizens.

## A Family Life Journey

Michael Tiew

#### About Michael

Michael has been a Youth Services staff in FaithActs since 2004. With the expansion of FaithActs services, Michael helped to develop the Family Life and Marriage preparation programmes. He gives talks and conducts workshops on his pet subject to parents at schools and community centres. Michael also facilitates discussions on family matters in the libraries. With the launch of the Marriage Preparation Course in 2011, which is endorsed by the Ministry of Social and Family Development, Michael and the team has seen 15 couples successfully completed the course.

#### Family@Werkz

(A family life education programme)

"The session was interactive and there were lots of sharing of views between the speaker and the participants," quipped Suriyanti Binte Mohd Sharip. Another participant, Faizah, who also attended the Family@Werkz talk at East Coast Primary School quickly added, "Through the session, I understood my child's emotions, development and the need to build my relationship with my child."

It is through the avenue of such talks and workshops conducted for schools and community centres that FaithActs strives to equip and enhance the parenting skills and knowledge of parents to be effective in their

roles. Recognising that every parent has the potential to improve their skills to enable them to raise children with positive values, FaithActs endeavors to journey with them on this enriching, and yet challenging phase of their family life.

Topics such as "Emotional development of your child", "Love in Different Languages" and "Listen More - Talk Less: How to communicate better with your child" were organized for about 60 parents in schools.

Parents agreed that they have benefitted from the new insights gleaned from the talks which increased their confidence in handling and managing their roles and responsibilities.



**Marriage@Werkz  
Marriage Preparation course**

A couple, Larry Loh and Celestine Hang, who signed up for the 6-week Marriage Preparation Course, has this to say, "The programme was useful because it highlighted various aspects of married life or aspects of the preparation for married life that couples might overlook or not know about. In knowing what to look out for, a couple that is preparing themselves for marriage can talk about these issues first or discuss with each other their perspectives and opinions on these matters before actually encountering these problems."

Since the successful launch of the Marriage Preparation Course in March 2012, we have journeyed with 15 couples from 2012 to 2013. The objective of the marriage preparation

course is to help couples to be more aware of the many demands of marriage ranging from their roles and responsibilities as husbands and wives in marriage, the importance of communication within the family unit, managing their finances to sensitive topics such relationships with the in-laws, family planning and sexual intimacy between husbands and wives. Couples were treated to various fun and interactive methods of learning during the programme.

**Marriage Enrichment programme**

On 24 November 2012, FaithActs organised and conducted a marriage enrichment talk on "Attaining Equilibrium in Marriage". A total of 65 participants from different walks of life converged at the Jurong Regional Library. Many of the participants took away from the session valuable lessons on the many facets of marital roles. The couples learnt about post-honeymoon issues such as the reality of meeting each other's needs. The openness of expressing their expectations allows husbands and wives to work together to make their marriages more enriching, exciting and challenging.

Below are some feedback from participants who have journeyed through the session.

"The speaker was engaging and funny which made me feel more comfortable. The whole learning process was thus an enriching one for me."

- Pamela Low, participant with Marriage Enrichment programme 2012

"...should keep such programmes going for a long long time!! Well done!"

- Jessica Pang, participant with Marriage Enrichment programme 2012

"Nice session. It was good that the speaker gave some personal examples..."

- an anonymous participant

Courses by Family Life Education are conducted throughout the year. Get in touch with our staff for more information.

# A Staff's Learning Journey

Ivan Lam

**About Ivan**

Ivan volunteered at FaithActs in 2009 as a tutor. He is passionate about reaching the youths by engaging them in various impactful activities. Ivan received the 'Best Volunteer' award in 2010 for his dedication and persistence in changing the lives of our youths. Today, as a full-time youth worker, Ivan is responsible for developing the FaithActs' Kids Reading curriculum and managing the weekly tuition for primary and secondary students. Ivan also co-ordinates FaithActs' ongoing skills-based workshops and events for the youths. Ivan's passion for youth work will see him adding more depth and width to FaithActs' Education Programme.

**School Social Work**

This programme is offered to schools for various purposes; such as enrichment, service learning or intervention. Schools engage us mainly to conduct intervention programmes for troubled students. The aim is for students to learn skill sets to cope with their personal issues, thus attaining some psycho-social stability. We strive to achieve this outcome for all students. However, it is often easier said than done. I would like to share two incidents which left a deep impression on me in the course of conducting this programme.

While discussing the topic on family relationships, students were asked to draw their family trees. They had to indicate who they were closest to and who they were distant from. We discovered that each student was distant from one or more immediate family members. Upon further probing, students attributed the main cause of cool relationships to divorced parents and lack of care. One student even remarked,



"My father is dead to me; I don't know where he is."

In another session on goal setting, one student had several brushes with the law and made up his mind to change his ways. He did not want his father to work so hard and he wanted to help put his siblings through school. It is heartening to see him resolving to work hard to support his poor family once he graduates from school.

Judging from their behaviour and attitude, it is easy to dismiss these students as hopeless and the outcasts of society. After all, they created a lot of trouble for their peers and teachers. However, through these two incidents, I learnt first-hand the brokenness these students faced in their personal lives and how they needed someone to be there for them. I also saw how they had the potential to rise above their troubles to be better people. This is what School Social Work is about to me: accepting these students as they are and guiding them to be the best that they can be.

### Service Learning

FaithActs also conducts service learning programmes for schools. One of these activities includes the cleaning of the homes of the frail elderly who are FaithActs's beneficiaries. Before the activity is carried out, students are given a short briefing on behavioural guidelines and the beneficiary's profile.

From my personal experience, I have seen how both students' and beneficiaries' lives are touched during the programme. It is heart-warming to see students making the effort to know each beneficiary better while carrying out a good deed. During one of the debriefing sessions after service learning, a student reflected on the plight of a particular beneficiary. The beneficiary was glad to interact with the students as she lived on her own and rarely had visitors around to talk to. The student then realized that it can be quite depressing for someone to live alone in his or her old age. Our hope is for each and every student to have increased social awareness, that they may know our community is not perfect and that there are simple things they can do to make a difference.



Photo gallery

**TYPES OF DONATION** (\*Please delete accordingly)

Please ✓ where appropriate:

I would like to donate \_\_\_\_\_ \*one time / monthly to FaithActs.

I would like to designate my donation to

\*Bursary / Youth / Seniors / Family programmes and services.

Cheques should be made payable to "FaithActs"

All donations are entitled to 2.5 times tax-deduction (subject to government regulations)

Note: For auto-inclusion of tax-deductible donation, please complete personal particulars. Tax deductible receipts will be issued for IPC donations. For auto-inclusion of tax-deductible donation, please complete personal particulars.

I wish to remain anonymous and not have my name in FaithActs publications.

**COLLABORATIONS**

- Workplace Opportunities
- Talks/Workshops
- Fundraising Events
- Direct Sponsorship/Gifts-in-kind

**VOLUNTEER OPPORTUNITIES**

- Programme support
- Event Planning/Support
- Befriending (\*Youths/Seniors/Families)

Individual Name (as in NRIC): \_\_\_\_\_

Company Name: \_\_\_\_\_

NRIC No/UEN No/FIN: \_\_\_\_\_

Address: \_\_\_\_\_ Singapore: \_\_\_\_\_

Tel No: (H) \_\_\_\_\_ (O) \_\_\_\_\_

(HP) \_\_\_\_\_ Email: \_\_\_\_\_

**Return completed response card to:**

**Address:** FaithActs, Blk 50 Commonwealth Drive #01-506 S140050

**Fax:** 6471 1976 or **Email to:** info@@faithacts.org.sg

**Website:** www.faithacts.org.sg

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- |                       |                       |                       |                          |                        |
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| Au Hoi Ting           | Han Kelly             | Lim Boon Liau Daniel  | Ow Yong Wei Kiang Daniel | Teo Cheng Guan Melvin  |
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