





#### OUR VISION

To Give A **Future**  
And A **Hope**

#### OUR MISSION

**Empowering** The  
Vulnerable To  
Find Purpose For  
A More  
Abundant Life

#### OUR VALUES

**Excellence**  
**Teamwork**  
**Honour**  
**Integrity**  
**Compassion**  
**Servanthood**



HCSA Community Services is a charitable organisation with the Institution of a Public Character (IPC) status and a member of the National Council of Social Service.

As a family of dedicated staff, volunteer teams, corporate and community partners, we continue to serve some of the most vulnerable in society, to give them a future and a hope.

Our beneficiaries include ex-offenders, single parents with limited support, teenage girls who have suffered the complex trauma of abuse, and other vulnerable groups.

Our mission to empower these vulnerable populations is achieved through our signature programmes:

#### **HCSA Highpoint Halfway House**

– Helping Ex-Offenders Rebuild Lives

#### **HCSA Dayspring Residential Treatment Centre**

– Giving Hope to Abused Teenage Girls

#### **HCSA Dayspring SPIN**

(Single Parents **IN**formed, **IN**volved, **IN**cluded)

– Empowering Single Parents Facing Limited Support

#### **HCSA Academy Culinary Training Centre**

– Preparing Workplace Ready F&B Professionals

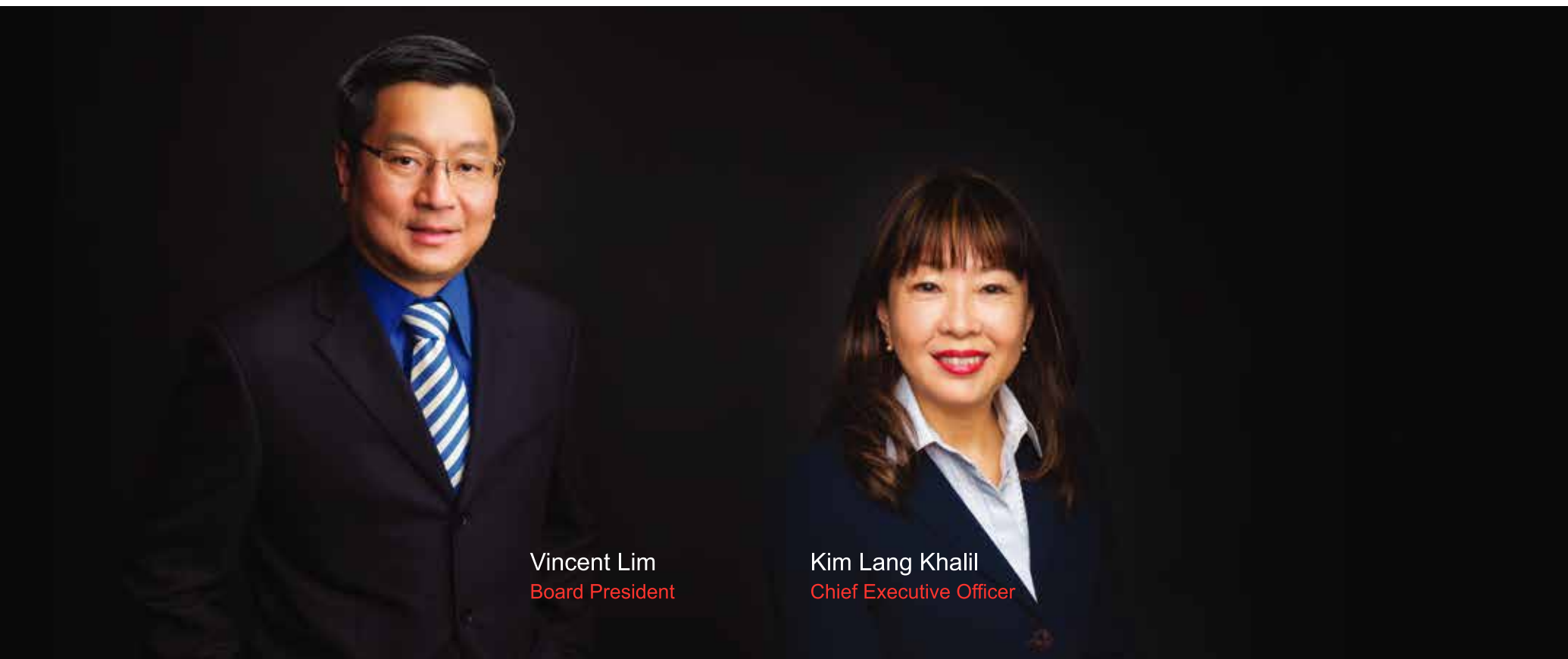
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## MESSAGE

From President & CEO



Vincent Lim  
Board President

Kim Lang Khalil  
Chief Executive Officer

Our organisation's vision "To give a future and a hope" was inspired by Jeremiah 29:11 "For I know the thoughts that I think toward you, says the LORD, thoughts of peace and not of evil, to give you a future and a hope".

For the last 23 years, HCSA Community Services (HCSA) has been giving a future and a hope to the vulnerable in society – ex-offenders (as well as their families), single parents with limited support and teenage girls who have suffered the complex trauma of physical, sexual or emotional abuse. This would not have been possible without the enduring support of our partners, volunteers, donors and sponsors. We are most grateful and thank the Lord for you.

On 8 May 2018, HCSA Academy was established to equip vulnerable individuals with certified skills to increase their employability, which in turn empowers and provides them with a long-term means to support themselves, rather than relying on welfare which is neither empowering nor sustainable in the long run. The Academy conducts a six-week hands-on culinary course, leading to a Higher Certificate in Culinary Arts, with job placements facilitated upon successful completion. As at 31 December 2018, the Academy has run five intakes and secured employment for and placed ALL trainees upon graduation. The Academy will continue to reach out to more vulnerable individuals and help them on their journey to independence.

HCSA has evolved from its origins as a halfway house to an organisation which offers four signature programmes meeting the needs of different vulnerable groups today. We plan to introduce more programmes in line with the growing needs of the "Vulnerable Market" as demographics and family trends change. We are therefore honoured to be one of the 10 organisations selected for The Tote Board Non-Profit Sector Transformation Initiative: Organisation Development Programme. This aims to help non-profit organisations from the Community, Social Services, Sports, Arts and Health sectors on their organisational transformation journey, by offering support and expertise to develop and strengthen their organisational capability, for a period of three years.

In October 2018, HCSA was approached by MediaCorp Channel 8 on a mini-series for Tuesday Report (星期二特写), an award-winning program that features topics close to the hearts of Singaporeans. After four months of intense filming and production, the series, titled *From Relief to Re-Life* 《生命加油站》, was broadcast in March this year. It tells the stories of individuals who seek refuge at temporary shelters for relief and recovery, and how professionals and caregivers at these shelters help to renew their hope and confidence and steer their lives back on track. HCSA's programmes – HCSA Highpoint, HCSA Dayspring Residential Treatment Centre and HCSA Academy – were featured in three of the four episodes.

Following the telecast, we were pleasantly surprised to receive phone calls, emails and even walk-ins from interested individuals and companies. We are most grateful to have had this opportunity to raise awareness for HCSA's cause and highlight the plight of those whom we serve.

“As one of most profound and enduring symbols of transformation, the butterfly's journey and metamorphosis from humble earthbound caterpillar to winged beauty with the gift of flight, carries a powerful meaning that speaks to our own capacity to move through different cycles, and mirrors HCSA's journey of regeneration, renewal, expansion and rebirth. All by God's grace of course.”

In this regard, we are pleased to share that the land lease for our 2.4-hectare Geylang site has recently been extended by almost 10 years, allowing us to have longer-term plans for the Self-Sustaining Village; a tangible platform upon which this metaphor of the caterpillar to butterfly transformation could be more integrated and seamless for our clients.

Through the changes, one thing remains and that is God's love for each and every one of us. That will never change. We are excited to embark on this journey of transformation, and to have you as our collaborator and partner.

A handwritten signature in dark ink, appearing to read 'Vincent Lim'.

Vincent Lim  
Board President

A handwritten signature in dark ink, appearing to read 'Kim Lang Khalil'.

Kim Lang Khalil  
Chief Executive Officer



# BOARD OF DIRECTORS

2018/2019



**1 Vincent LIM**  
President

**2 Tony LIM**  
Vice-President

**3 YEO Jih-Shian**  
Treasurer

**4 Anthony LYE**  
Assistant Treasurer  
*(resigned October 2018)*

**5 Dominique CHOY**  
Assistant Treasurer  
*(appointed January 2019)*

**6 Rev George BUTRON**  
Secretary

**7 Arumugam  
MEGANATHAN**  
Assistant Secretary

**8 Delene LEE**  
Board Member

**9 Tina LIM**  
Board Member

**10 OOI Hoe Seong**  
Board Member  
*(resigned March 2019)*

**11 TAN Ai Leng**  
Board Member  
*(co-opted August 2018)*

# SENIOR MANAGEMENT

2018/2019



**1 Dominique CHOY**  
Chief Executive Officer

**2 Kim Lang KHALIL**  
Chief Executive Officer  
*(as of 1 January 2019)*

**3 Dorothy NG**  
Chief Operating Officer

**4 Adelene WEE**  
Director, Partnerships  
Acting Director, HCSA Academy

**5 Jennie WAN**  
Assistant Director  
HCSA Highpoint

**6 Maria CHUA**  
Head of Home  
HCSA Dayspring  
Residential Treatment Centre

**7 Melisa WONG**  
Assistant Director  
HCSA Dayspring SPIN

**8 Sony HAQ**  
Academic Dean  
HCSA Academy

**9 KHOO Wee Bin**  
Executive Chef  
HCSA Academy

**10 Dara CHEE**  
Deputy Head of Home  
HCSA Dayspring  
Residential Treatment Centre

**11 Samantha LO**  
Assistant Director  
Corporate Services

**12 Vivian LIM**  
Assistant Director  
Marketing  
& Communications

## SUB-COMMITTEES

2018/2019

### AUDIT AND RISK COMMITTEE

Ooi Hoe Seong (Chair)  
Dorothy Ng

### DAYSPRING COMMITTEE

Dominique Choy (Chair)  
Tina Lim (Deputy Chair)  
Emily Han (Secretary)  
Adelene Wee  
Caroline Hu *(resigned December 2018)*  
Cathy Livingston  
Chrystella Lo  
Delene Lee  
Dorothy Ng  
Jacqueline Yap  
Ruth Tie

### FINANCE COMMITTEE

Yeo Jih-Shian (Chair)  
Dominique Choy  
Vincent Lim  
Dorothy Ng





# FINANCIAL HIGHLIGHTS

## SUMMARY OF FINANCIAL ACTIVITIES

INCOME	2018(\$)	2017(\$)	EXPENDITURE	2018(\$)	2017(\$)
Donations/Fundraising	1,603,322	1,955,235	Charitable activities and programme cost	4,901,670	3,345,258
Government grants	1,354,600	1,388,381	Costs of generating funds	1,128,231	920,648
Rental income/utilities recoveries	1,340,451	1,214,032	Fund-raising	159,532	205,459
MSF subvention	1,257,955	483,447	Governance cost	55,513	33,554
Course fees	143,260	-		6,244,946	4,504,919
Amortisation of deferred capital grants	137,316	40,856	<b>Net surplus/(deficits) for the year</b>	<b>(204,780)</b>	<b>717,267</b>
Other government grants	96,302	69,781			
Residential rental	57,812	43,523			
Miscellaneous income	43,942	23,442			
Investment income	5,206	3,489			
	<b>6,040,166</b>	<b>5,222,186</b>			

## STATEMENT OF FINANCIAL POSITION

	2018(\$)	2017(\$)
<b>ASSETS</b>		
<b>Non-Current Assets</b>		
Property, plant and equipment	750,927	955,532
<b>Current Assets</b>		
Trade and other receivables	424,696	1,037,834
Fixed deposits	1,055,000	2,155,000
Cash and bank balances	3,059,964	1,412,534
<b>TOTAL ASSETS</b>	<b>5,290,587</b>	<b>5,560,900</b>
<b>FUNDS AND LIABILITIES</b>		
<b>FUNDS</b>		
<b>Unrestricted funds</b>		
General fund	4,046,222	4,242,811
Training Kitchen fund	176,803	100,000
<b>Restricted funds</b>		
Silver Volunteer fund	15,371	14,224
SPIN fund	61,228	147,369
<b>TOTAL FUNDS</b>	<b>4,299,624</b>	<b>4,504,404</b>
Non-Current Liabilities	23,333	150,660
Current Liabilities	967,630	905,836
<b>Total Liabilities</b>	<b>990,963</b>	<b>1,056,496</b>
<b>TOTAL FUNDS AND LIABILITIES</b>	<b>5,290,587</b>	<b>5,560,900</b>

## ANNUAL SALARY BAND FOR OUR TOP THREE EXECUTIVES

Annual Salary Band	2018	2017
\$100,001 to \$200,000	3	3

# CORPORATE GOVERNANCE



HCSA is in compliance with the Code of Governance for Charities and IPCs. HCSA's Governance Evaluation Checklist for the period of 1 Jan 2018 to 31 Dec 2018 can be viewed via the Charity Portal at [www.charities.gov.sg](http://www.charities.gov.sg).

## Roles and Responsibilities of Board of Directors

The Board acts in the best interests of HCSA to fulfil its mission of empowering the vulnerable to find purpose for a more abundant life. It also ensures there are adequate resources for the operations and programmes of HCSA and that such resources are effectively and efficiently managed; that there are processes in place to ensure HCSA complies with all applicable laws, rules and regulations, and there is an appropriate code of conduct, which upholds the core values of HCSA and processes to ensure compliance with the code.

Day-to-day management of HCSA is delegated by the Board to the management team headed by the Chief Executive Officer (CEO) who is also a board member. Initiation of new programmes and activities, changes in current programmes and significant transactions require the approval of the Board/Management Committee. The Board also reviews and approves the annual budget prepared by the management.

# CORPORATE GOVERNANCE

## Composition of our Board of Directors

The Board strives to ensure that Board members, as a group, have core competencies in areas such as accounting and finance, management, strategic planning, human resource, technology and that it incorporates a degree of diversity. All Board members must be independent. Independence refers to not having any family, employment, business and other relationship with HCSA, any related companies or their officers that could interfere or be reasonably perceived to interfere, with the exercise of the Board member's independent judgment made in the best interests of HCSA. The CEO is also an ordinary member of the Board and attends all Board meetings. In addition, other members of management are invited from time to time to attend and make presentations at Board meetings.

HCSA has committees with documented terms of reference. These committees provide oversight in the following areas – Governance and risk management, Dayspring programme, Fundraising, Finance and Audit . The committees report to the Board regularly. The Board meets regularly and there were six (6) Board meetings in 2018.

The Board believes that to be effective, it should not be too large, whilst at the same time, ensuring that there is a sufficient range and diversity of expertise and viewpoints. As at end of the financial year, the Board had 10 members.

HCSA sets a maximum limit of four consecutive years for the Treasurer. The Chair of the board is not a staff.

## Conflict of Interest

There are documented procedures for Board members and staff to declare actual or potential conflicts of interest. Board members and staff are expected to avoid actual and perceived conflicts of interest, where they have personal interest in business transactions or contracts that HCSA may enter into, or have vested interest in other organisations that HCSA has dealings with. They are expected to declare such interests as soon as possible, abstain from decision-making and not vote or participate in matters where they have a conflict of interest.

## Strategic Planning

The Board reviews and approves the vision and mission of HCSA. They are documented and communicated to its members and the public. Strategic planning meetings are conducted to review the strategic plan for HCSA to ensure that the programmes and activities are in line with its objectives. The last strategic meeting was on 15 Oct 2017.

## Human Resource Management

The Board approves the documented human resource policy of HCSA and exercises policy oversight of the human resource matters in HCSA and ensure that there are systems for regular supervision, appraisal, professional development of staff and also procedures to address grievances and resolve conflicts.

## Risk Management Practices

HCSA has imbued a culture of risk management being everyone's responsibility and this is built into our processes. Starting with good governance, we established distinct roles of responsibilities and accountability with clear measurable outcomes. This allows good risk-management processes to be put in place. Such processes include personal data protection processes across the organisation and reliable business continuity plans that allows us to mitigate risks.

## Reserve Policy

HSCA has a Reserve Policy to provide clarity in the management of our reserves and assures stakeholders that we are well-managed and have a strategy for building up reserves of up to three years, that is, the unrestricted funds that are freely available for operating purposes, in order to ensure long-term sustainability.

# CORPORATE GOVERNANCE

## Financial Management and Controls

The Board ensures that adequate internal controls for financial matters are in place and reviews its financial policies, procedures, processes, key programmes and events to ensure that there are adequate resources for the operations and programmes of HCSA and that such resources are effectively and efficiently managed.

The Finance Committee reviews the Financial Policies and Procedures of HCSA and makes recommendations to the Board for its approval. It also reviews HCSA's financial performance and annual budget of operating and capital expenditure for the Board's approval. The Committee ensures that HCSA is in compliance with requirements in Financial Reporting Standards (FRS), the Recommended Accounting Practices for Charities (RAP6) and the Code of Governance for Charities and Institution of a Public Character (IPC).

The Finance Committee's primary function is to assist the Board in fulfilling oversight and fiduciary responsibilities to act in the interest of HCSA's donors and stakeholders. The Committee reviews the efficiency and effectiveness of HCSA's material internal controls, including operational and compliance control, risk management and adherence evaluation, ascertaining the adequacy of HCSA's corporate governance, policy and procedures and the extent of adherence thereto.

HCSA has a Whistleblowing Policy that provides employees with accessible channels for reporting suspected fraud, dishonest practices or other similar matters.

## Fundraising Practices

HCSA has in place processes and practices to ensure that all fundraising activities are honest, ethical and uphold the public's confidence in fundraising and charities. The Board ensures that all materials used for fundraising contain relevant and accurate information and do not contain any misrepresentation or material omission. HCSA ensures that funds and donations are used in accordance with donors' intentions and the specific purpose as communicated when soliciting for donations. Processes are in place to ensure that donors' confidentiality is respected. Any information or records of donors are kept strictly confidential at all times.

## Disclosure and Transparency

HCSA makes available to its stakeholders an annual report that includes information on its programmes, activities, audited financial statements, Board members and executive management.

Except for the CEO who is also on the Board, all Board members serve on a voluntary basis. No staff is involved in setting his or her own remuneration. The Board reviews and approves employee compensation and benefit packages, including the performance bonus recommended by the management.

HCSA discloses in its annual report the annual remuneration of its three highest paid staff.

## Public Image

HCSA is committed to lawful and ethical behavior in all its activities and requires that Board members and employees conduct themselves in a manner that complies with all applicable laws, regulations and internal policies, upholds the core value of HCSA and accurately portrays its image to HCSA's stakeholders, donors and the public.

## Personal Data Protection Act

In compliance with the Personal Data Protection Act 2012, HCSA will not share any personal details with a third party without one's consent, and all personal data is kept strictly confidential.



# YEAR IN REVIEW

## JANUARY

### An Enchanted Evening

An Enchanted Evening is a fundraising dinner helmed by a compassionate volunteer who advocates for the plight of the underprivileged. Mrs Swee Wong has organised this dinner for the past 13 years and proceeds raised benefit both HCSA and Methodist Welfare Services (MWS). The event, held at the Ritz Carlton Millenia Singapore on 5 January, saw donors, sponsors and guests coming together to support the critical services and programmes that both charities run.



From left: Rev Dr Daniel Koh (Chairperson of MWS), Dr Ivan Lee, Guest-of-Honour Ms Grace Fu, Minister for Culture, Community and Youth, Dr Cheong Choong Kong, Mrs Swee Wong (Organising Chairperson), Mr Vincent Lim (President of HCSA), and Mr Sebastian Tan.



Having a good time over a delicious meal.

# YEAR IN REVIEW

## JUNE

### Appreciation & Networking Luncheon

HCSA held its inaugural Appreciation & Networking Luncheon for supporters on 29 June, which was attended by 36 individuals and representatives from 17 corporates such as Subway, Deutsche Bank, Credit Suisse and LinkedIn. They gathered at HCSA Academy Culinary Training Centre to network and enjoy a sumptuous meal prepared by the chefs and second batch of trainees from the WSQ Higher Certificate in Food Services (Culinary Arts) course.

## MARCH

### HCSA Hope in One Golf tournament

HCSA's Hope in One Golf tournament on 20 March saw 100 golfers coming together at The Singapore Island Country Club (New Course) to raise funds for HCSA's programmes. After completing the course, golfers enjoyed a sumptuous spread of food and entertainment by a live band. Special thanks to former Singapore international footballer Quah Kim Song, who participated in the golf tournament and also donated two autographed footballs for the lucky draw.



All smiles after a good game of golf.

## AUGUST

### Community Chest Heartstrings Walk

HCSA sent a contingent of over 60 staff, volunteers, beneficiaries and their families to participate in the Community Chest Heartstrings Walk 2018. Suited up in a limited edition HCSA blue t-shirt and cap, with a sports towel, they enjoyed the Charity Fun Walk around the Marina Bay Waterfront Circuit and also engaged in fun-filled activities at the Family Carnival.



HCSA beneficiaries and staff take a break during the Charity Fun Walk.

## OCTOBER

### HCSA Night of Hope Gala

HCSA's signature fundraiser at the Holiday Inn Singapore Atrium was held on 19 October, with many afros and gaily coloured outfits matching the Groovy 70s theme. Hosted by celebrity and HCSA Dayspring's Ambassador of Fun, Nikki Muller, it was certainly a night to remember for the close to 400 guests. A big thank you to everyone who supported and gave generously towards HCSA's beneficiaries.



Guests having a ball of a time at the Night of Hope Gala.

## MAY

### Launch of HCSA Academy

HCSA Academy was officially declared open on 8 May by Dr Yaacob Ibrahim, Member of Parliament, Jalan Besar GRC. The Academy offers a robust six-week course based on the Food Services skills framework by SkillsFuture Singapore (SSG) with job placements facilitated upon successful completion. It aims to empower and enable HCSA's beneficiaries and other vulnerable individuals with the professional skills required to secure stable employment in the F&B sector, giving them a new lease of life and a level playing field to support themselves and their families.



HCSA Academy's Head Trainer Ng Boon Kiong (third from left) flanked by the first batch of graduates.



President Halimah Yacob joins HCSA Highpoint residents in making craft sock snowmen as part of the HCSA Christmas Hamper.



# OUR PROGRAMMES

HCSA Highpoint started in 1996 as a halfway house and has since expanded to provide a safe and substance-free residential shelter for homeless ex-offenders, newly-released prisoners and those in recovery from addiction.

Through support and counselling programmes, residents increase their self-awareness and resolve problems that have perpetuated their repeated offences, while working on strengthening family ties and reintegrating into society.

## HCSA HIGHPOINT

### Our Services

- Counselling
- Support Groups
- Recovery Meetings
- Early Recovery Treatment
- Case Management
- Work Therapy
- Family Engagement
- Recreational Activities



# OUR PROGRAMMES



## IMPACT



Average annual admission of  
**120**

**80%** find employment within **2 MONTHS** of completing programme at HCSA Highpoint



**51** successful  
**JOB REFERRALS**  
in 2018



# OUR PROGRAMMES



In 2018, Highpoint's Family Engagement & Recreation Activities sought to reconnect lost relationships between ex-offenders and their loved ones, gradually rebuilding these ties. At the same time, it focused on creating new friendships and encouraging positive social interactions with one another. Celebrating festive holidays such as Christmas and Chinese New Year also allowed ex-offenders to be aware of different cultures, and the importance of living in harmony and respecting others, especially after many years of being incarcerated.

Going forward, HCSA Highpoint is looking into developing After-Care support services for discharged residents. This aims to support them in their transition through relapse prevention programmes and community engagement, so as to rebuild a sense of purpose in life, enhance their positive social network and reduce their chances of re-offending.



## REDISCOVERING THE BEAUTY IN LIFE

I was in and out of prison for 20 years. During my term, I did a lot of in-depth reflection. I realised that I was enslaved by anger, deceitfulness, fear and greed. I started using all these bad feelings as an excuse to abuse sleeping pills – soon I became addicted. I enjoyed how the pills made me feel, but I was still filled with self-pity, regret, and bitterness within. Looking deeper, I was angry with everyone – even myself. I was not grateful for what I had in life and started to give up on everything.

I realised that I needed help to be healed from my addiction. But first, I had to be truthful with myself – no more lies, fears and escaping. I gave myself another chance to move on.

I came to HCSA Highpoint after my last release and successfully completed the programme in December 2018. Highpoint provided for all my physical and emotional needs. I was blessed with great residents and staff who encouraged me throughout my time there. They helped me become independent and disciplined. I even took up

exercising again thrice a week and started eating more nutritiously for my health.

Through the many outings to various landmarks in Singapore, I realised how simple and beautiful life can be. My most memorable experience was being able to invite my mother along for the River Cruise outing. I had such a wonderful time being with her and seeing her so happy!

Now, I actively return to Highpoint as an alumni volunteer to encourage others like myself. I stopped having a self-defeatist mindset and am now filled with hope. I wish to encourage everyone like me to have faith in yourself and not give up. There's no right or wrong, it's all about having the humility to learn from one another and move on. Pay attention to the little things around you, work on knowing yourself better, and prepare to fight for your recovery!

**Narong**  
*HCSA Highpoint resident from June to December 2018*



# OUR PROGRAMMES

HCSA Dayspring Residential Treatment Centre (DRTC) is a Therapeutic Group Home that offers a caring, safe and healing environment to help teenage girls who have suffered the complex trauma of physical, sexual, emotional abuse or neglect.

Through the application of certified clinical therapy sessions, the Centre strives to help these girls become healthy individuals who can successfully reintegrate into their schools, families and society.



# OUR PROGRAMMES

## Our Services

The Residential Management System builds on the foundation of the Therapeutic Milieu implemented in the Centre since it began operations in 2011. The service model consists of two evidence-based practices used in residential treatment centres – Trauma Systems Therapy (TST) and Positive Behavioural Interventions and Supports (PBIS).

TST is an integrated and highly-coordinated system of services based on the understanding of the nature and impact of traumatic stress on a child. The essence of TST is to

help the child subjected to traumatic stress gain the ability to regulate emotions while providing a social environment that is helpful and protective.

PBIS is a research-based, person-centred framework focused on decreasing problem behaviour and increasing quality of life.

**Equine Assisted Psychotherapy (EAP)** and **Art Therapy** are examples of the clinical therapies utilised to complement TST.

EAP is an experiential form of therapy that involves working with horses to address issues resulting from the traumatic effects of abuse, neglect, grief and loss, eating disorders, depression, anxiety and other adverse life circumstances. Traumatized children often develop unhealthy relational patterns and negative coping mechanisms. EAP ideally teaches these children to

create secure attachment patterns by forming them with the horse. Interacting with horses helps the girls experience and practice new ways of being and communicating beyond just talking, thereby forming new connections and new experiences.

Art therapy cultivates a safe space for the girls to engage in a creative process that generates inner healing through artistic self-expression, in an atmosphere of togetherness and acceptance. When moderated and curated by an art therapist in a conducive group setting, art therapy opens the door for mutual encouragement, self-revelation and personal empowerment, as artworks and their symbolisms are shared, and the artist affirmed by others.

## IMPACT



The **ONLY** Therapeutic Group Home in Singapore for girls focused on providing specialised treatment for girls who have experienced **significant trauma**.



**78** residents served to date



Average age of girls: **14 years old**  
Average length of stay: **16 months**



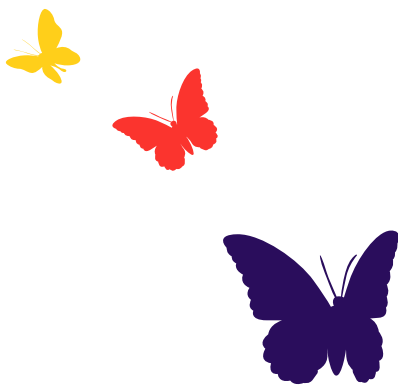
**Physical** and **Sexual Abuse** make up **ALMOST HALF** of the types of abuse experienced by the girls



# OUR PROGRAMMES

“In my work with the girls in group art therapy, I’ve witnessed a wonderful synchronicity as the girls create alongside one another. Art making down-regulates them and allows them to become vulnerable to one another and as a result, become more authentic and accepting of one another. They also learn to see common threads in their life journeys through creative imaginings and visual narratives. It has been a joy and a privilege working with the girls in such creative spaces.”

Karen, a volunteer who facilitates art therapy



## FROM TRAUMA TO TRUST

From young, I was neglected by my family, frequently assaulted and often felt traumatised by my family situation. Soon, my home was identified as an unsafe place to stay and I was removed and sent to HCSA Dayspring Residential Treatment Centre (DRTC). I felt out of control and untrusting towards others especially since I was removed so abruptly from home. But most of all, I felt insignificant and uncared for. I started to engage in risky behaviours to cope with stress and sought a sense of belonging from the people around me who were considered a bad influence.

As time went by, I found help and support from the staff at DRTC. The facilities and structured programme provided me with an opportunity to focus on my studies. I started to learn how to regulate my emotions and cope with my anxieties and stress in a healthy way. Gradually, I learned how to trust others and understood the importance of

honest and open communication in building healthy relationships. I was introduced to a befriending family who showed me what a healthy family unit looks like. At the same time, my care team worked to help restore the relationship between my mother and I. Slowly, I started to integrate back to my own family.

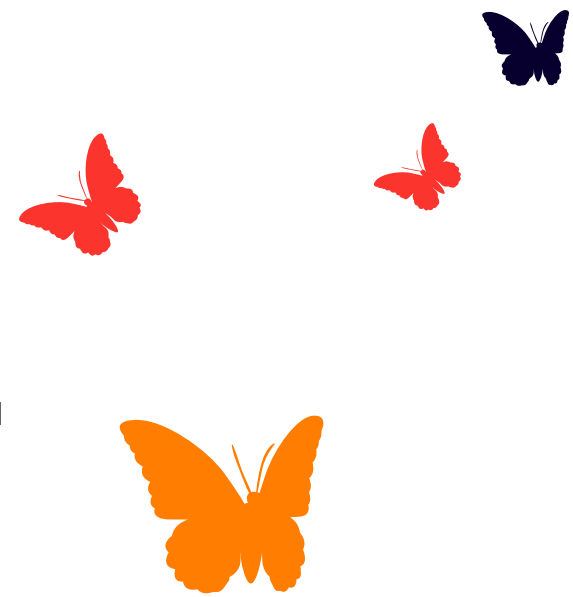
As I learned to adopt healthy coping mechanisms and be more self-aware in dealing with my problems, I progressed greatly in my treatment programme. I was also really motivated to do well in school and managed to get into the course I wanted! I am now studying the course of my choice in ITE and have successfully moved back home with an improved relationship with my mother.

**Felicia**  
HCSA DRTC resident from April 2017 to January 2019

# OUR PROGRAMMES

Started in April 2017, HCSA Dayspring SPIN (Single Parents INformed, INVolved, INcluded) is an initiative in collaboration with the National Council of Social Service, which aims to support caregiving and improve the quality of life for single parents and lone caregivers who are unsupported or facing limited support emotionally, physically and practically.

SPIN provides access to resources through an ally network of volunteers and an interactive website, empowering single parents to make informed decisions and strengthen their social support network.



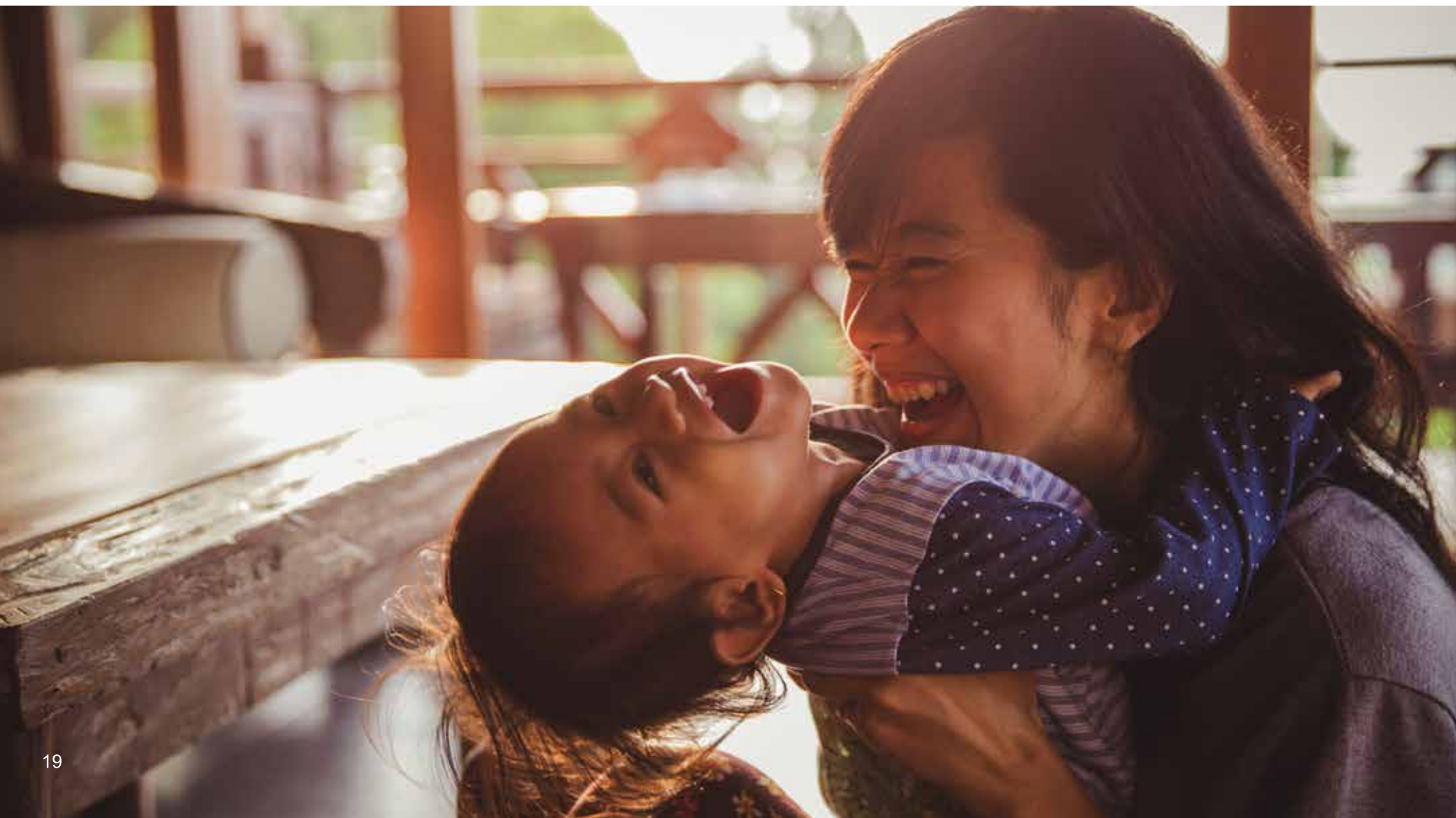
## Our Services

- Needs Assessment**  
A social worker follows up with the single parent/lone caregiver (SPIN member) at home or at an agreed location to assess their needs. The social worker will be in close contact with the single parent/lone caregiver for up to 12 months.
- Befriending**  
Trained volunteers will be matched with members. Through their interactions, volunteers will provide support to members to

ensure higher accessibility to resources, improved ability to make well-informed decisions, and socio-emotional support.

**Workshops and Activities**  
Regular activities are organised for members to enrich and encourage them in their parenting journey – these sessions are child-friendly and organised with assistance from our volunteers and collaboration partners.

- Respite Services**  
Members can schedule free time (up to six hours, on a case-by-case basis) to attend to errands, while their children are taken care of by volunteers.
- Interactive Portal**  
The live chat and portal provide easy access to information and resources.



	2017	2018	y-o-y increase (%)
Member intake	30	64	213%
Volunteer recruitment	68	112	165%
Empowerment sessions	4	13	325%
Social activities	4	16	400%
Collaboration partners	7	18	257%

# IMPACT

Number of SPIN **members** increased by more than **200%**

Number of SPIN **volunteers** increased by more than **165%**

Over **2.5 times** increase in the number of collaboration **partners**

Empowerment sessions and social activities have **tripled** and **quadrupled** respectively



## OUR PROGRAMMES



We are thankful to have **GobblerShop** support us for the second year in raising food rations for our members. We are also grateful to **Barclays Singapore** for raising \$8,780 to kick-start “Fresh Food Project”; and to **TreeDots** for diligently packing and delivering the fresh produce. “Fresh Food Project” provided 16 SPIN members and their families with fresh produce on a weekly basis for over four months. This enabled members to experiment with different recipes and prepare nutritious home cooked meals for their children.



**Motherswork** organised an early Children’s Day surprise for SPIN members and their children at Splash @ Kidz Amaze (SAFRA Punggol) on 7 September 2018. In addition, Motherswork helped to raise Christmas presents for our members through their Christmas Giving Tree for the second year.



Volunteers from **Motorola Solutions Singapore** brought SPIN members and their families to the Singapore Zoo on 21 June 2018. Apart from the goodie bags and delicious lunch, SPIN members had a great time interacting with volunteers and bonding with their children through the activities planned by the volunteers.



Workshops conducted for SPIN members in partnership with volunteers and corporate partners included - positive parenting, nutrition and sleep, introducing solids, resume writing, preparing for job interviews, jewellery beading, miniature clay art and leather crafting. Our collaboration with **Semicolon Works** and **Ngee Ann Polytechnic** enabled members to discover their talent and learn leather crafting. Skilled members were also engaged to help out at leather craft workshops. This provided members with a source of income and helped boost their confidence.



SPIN members enjoyed a little pampering during the Mother’s Day celebration on 12 May 2018, with the support of our partners. **Mary Kay (Singapore)** conducted the make-up workshop and **The School of Make Up** sponsored make-up products as door gifts. **E&S Blessing** provided a beautiful Mother’s Day cake and gift bags. In addition, they are also donating a percentage of their proceeds to SPIN and providing job opportunities to help our members.



## THE MAKING OF A RESPONSIBLE MOTHER

I am a single mother of four children from three different fathers. My husband and I divorced because of criminal and drug related issues – a recurring pattern in all my relationships. In fact, I used to be a drug addict myself and was even sent to the Reformatory Training Centre for a rioting offence. My past and my bankruptcy status made it difficult to find a job. Without any family support, I was in urgent need of employment.

I was first introduced to SPIN through Punggol Social Service Office, and immediately contacted them hoping they could support me in my job search. They responded very quickly and Jeanne, a social worker, arranged to meet me. Since then, Jeanne has always been there to listen and advise me when I don’t have anybody to talk to.

Since I joined SPIN, my children and I have experienced so much smiles and laughter. I could never afford to fulfill my children’s dreams, but SPIN changed that for me! They provided us with food rations, furniture and toys, and even organised many fun outings. More importantly, SPIN supported me in gaining financial independence by arranging a job interview with a partner corporate organisation. They helped me establish a stable routine of work and caregiving to best support my family.

Through events and SPIN empowerment sessions, I started to widen my social support circle by meeting with volunteers and other SPIN members like myself. I am very appreciative of the help and joy that SPIN gave me in becoming the person I am today – a responsible mother who has clear goals and a stable part-time employment. Because of what SPIN has done for

me, I have now decided to become an ally volunteer to help other members in need.

**Jaslyn**

*Single mother and SPIN member since April 2018*



# OUR PROGRAMMES

HCSA Academy Culinary Training Centre, the latest programme by HCSA Community Services, was officially declared open on 8 May 2018 by Dr Yaacob Ibrahim, Member of Parliament, Jalan Besar GRC.

The Academy aims to empower and enable HCSA's beneficiaries and other vulnerable individuals with the professional skills required to secure stable employment, giving them a new lease of life and a level playing field to support themselves and their families.

As an Approved Training Organisation (ATO), HCSA Academy offers a robust six-week course based on the Food Services skills framework by SkillsFuture Singapore (SSG), with job placements facilitated upon successful completion.



## Our Services

- Professional Courses
  - WSQ Higher Certificate in Food Services (Culinary Arts)
  - WSQ Modular Culinary Courses
- SkillsFuture Courses
- Culinary Team Bonding Workshops
- Private Dining and Events



The culinary training programme ensures that trainees are guided and taught to perform in a real working kitchen. It follows a skill-training adult-pedagogy with hands-on learning of the craft in the Academy kitchen.

Graduating trainees will receive the highly coveted WSQ Higher Certificate in Food Services (Culinary Arts). The Singapore Workforce Skills Qualifications (WSQ) is a national credential system that trains, develops, assesses and certifies skills and competencies for the workforce.

## IMPACT







## GROOMING CHEFS WITH GREAT POTENTIAL

Tarmidzi is a very hardworking commis cook and has blended in well with the F&B team at Ibis Styles Singapore on Macpherson. As the General Manager, it has been a pleasure to have him with us and we have a very positive relationship with him. Not only is he a good team player, he is also eager to help everyone and works well with both his teammates and the management. His commitment and dedication to his role is remarkable and he brings such positive energy to the department.

The skills that Tarmidzi learned at HCSA Academy has given him good grounding which comes in helpful in his job. As a fast learner with lots of initiative, this has added to his skills and made him a valuable member of the team. We see great potential in Tarmidzi as a future Chef De Partie and hope to gradually help

him build further into his career progression.

Tarmidzi's positive and 'can do' attitude has made it a real pleasure to have him with us and we will support him however we can to help him grow his career. We are greatly appreciative of his hard work and efforts!

### Testimonial by Shamila Rolfe

General Manager  
ibis Styles Singapore on Macpherson

*Tarmidzi graduated from HCSA Academy in July 2018*



## CORPORATE & COMMUNITY PARTNERSHIPS

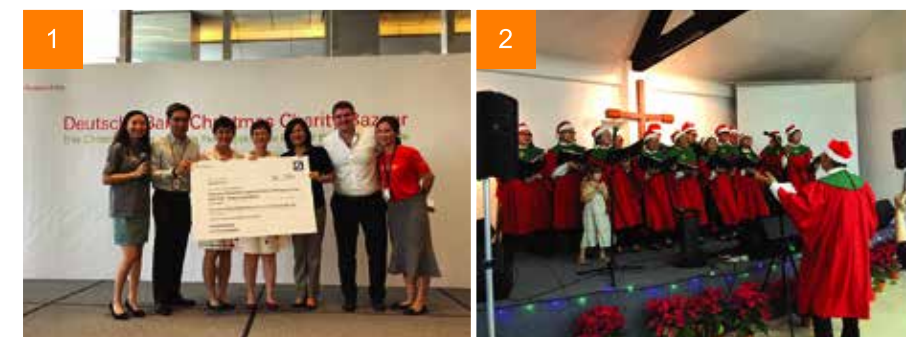


### 1. Deutsche Bank – Spreading #Positive Impact

Deutsche Bank believes in the power of One Day, that together they can transform lives and have a #Positive Impact. HCSA is honoured to once again be the recipient of **Deutsche Bank's Donate One Day**. Deutsche Bank has been a strong supporter of HCSA Dayspring since 2014, and we are most grateful that they have now extended their support to HCSA Highpoint and HCSA Academy.

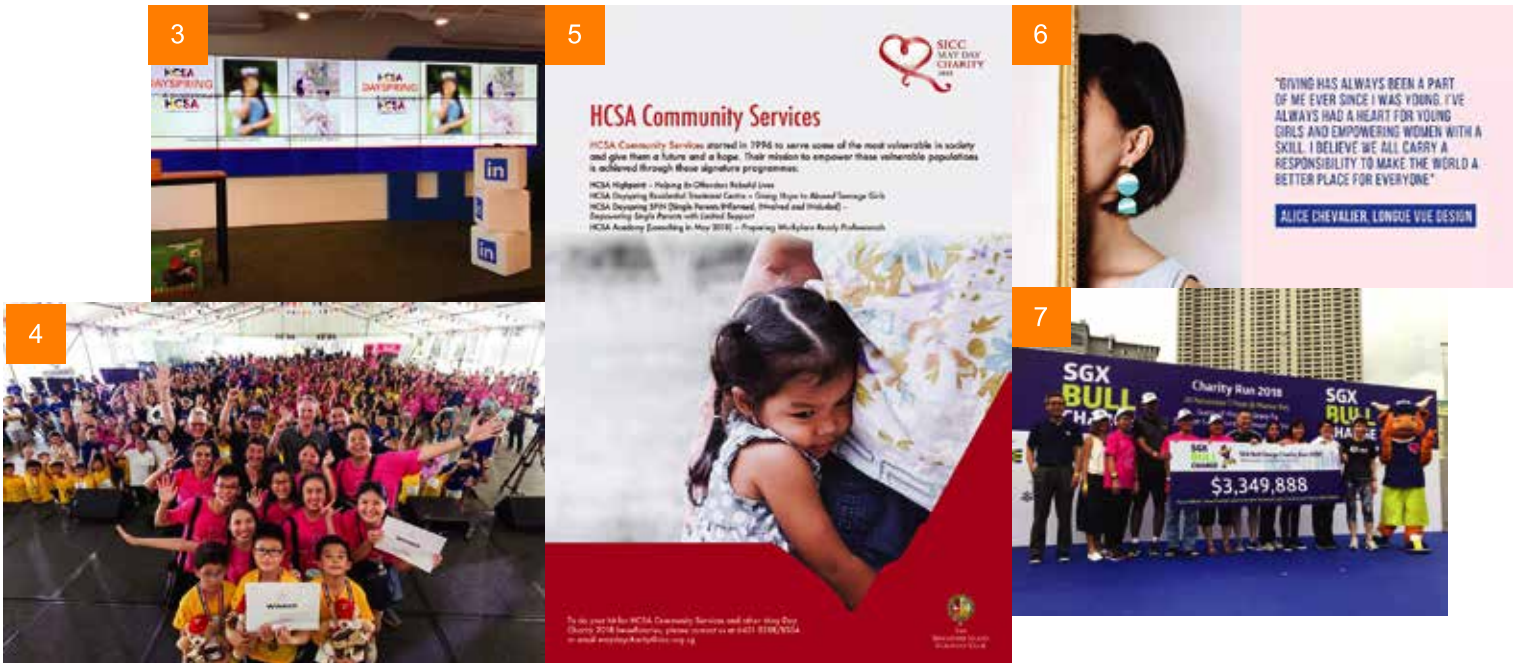
### 2. Getting into the Christmas spirit

Christmas came early for the residents and staff of HCSA Highpoint, thanks to **Deutsche Bank** staff who helped to spread Christmas cheer with a Christmas party and specially-prepared gifts for our beneficiaries.





# CORPORATE & COMMUNITY PARTNERSHIPS



### 3. LinkedIn – more than just a platform for networking

The gorgeous **LinkedIn** office impresses with its space, size and spots for creativity and synergy. But what was even more impressive were the hearts and generosity of the staff team when they held their Community Day and gave HCSA a platform to share about those whom we serve. LinkedIn's generous donation has made a difference in the lives of single parents and abused teenage girls.

### 4. Marina Bay Sands Plays it Forward

We were honoured to once again be chosen as Marina Bay Sands' beneficiary for the **Sands for Singapore Charity Festival 2018**. The signature charity challenge took 370 participants all around the integrated resort, solving creative challenges to raise a total of S\$120,000 for 12 local charities.

### 5. Singapore Island Country Club May Day Charity 2018

Close to S\$1 million was raised at the **47th Singapore Island Country Club May Day Charity**, which saw HCSA as one of the 22 beneficiary charities. We have been the recipient of SICCC's generosity for the past three years. Incidentally, HCSA also hosted our Hope in One Charity Golf at this prestigious club earlier in March.

### 6. Longue Vue Design – a heart for young girls

**Alice Chevalier**, founder and creative mind behind **Longue Vue Design**, donated \$1,742 – the sales proceeds for the month of April to HCSA as part of LV Design for Good – a social non-profit project to help those in need. She also taught our beneficiaries at HCSA Dayspring Residential Treatment Centre the art of jewellery making.

### 7. First-time recipient of SGX Bull Charge Charity Run

HCSA is grateful to be a first-time recipient of the **SGX Bull Charge Charity Run**, Singapore Exchange's flagship charity initiative, and thankful for the donation, which will continue to give a future and hope to our beneficiaries. Apart from taking part in the Charity run, our teenage girls from HCSA Dayspring Residential Treatment Centre also participated in SGX's celebrity futsal competition in September and came in second.



# CORPORATE & COMMUNITY PARTNERSHIPS

### 8. Bonding through sports with Bain and Company

As part of **Bain and Company's Sports Day** on 4 August, the firm organised a slew of activities for the teenage girls and single parents from HCSA Dayspring. From family-friendly workouts and games for the children to massages for the moms, there was something for everyone.

### 9. Braddell Heights Symphony Orchestra: Music to our ears

**Braddell Heights Symphony Orchestra** is a community orchestra established for more than 30 years in the Singapore community and performs music for all genres and features Singaporean artists in their repertoire. They adopted HCSA Community Services as their beneficiary and has been providing complimentary tickets to our beneficiaries since September 2018.

### 10 & 11. Luminous Dental Group brightens smiles and lives

**Luminous Dental Group** has been brightening not just smiles, but also the lives of HCSA Community Services' beneficiaries since early 2017. The clinic provides them with complimentary basic dental treatment, while free dentures and other services can be claimed through CHAS.

They also support HCSA by placing our Donation Boxes at various Luminous Dental clinics islandwide. This has not only encouraged charitable giving from the public, but has also helped create awareness of HCSA's cause and the vulnerable groups whom we serve, which includes ex-offenders, abused teenage girls and single parents facing limited support.

### 12. Heartwarmers Volunteer Group: Warming the hearts of the less fortunate

Together with the **Heartwarmers Volunteer Group**, HCSA provided community services to the elderly poor living in rented flats in Aljunied Crescent, as well as our own beneficiaries from HCSA Dayspring SPIN and HCSA Highpoint, during festive celebrations such as Chinese New Year and Hari Raya Puasa. Each family received a cash gift and goodie bag brimming with essential groceries.





# CORPORATE & COMMUNITY PARTNERSHIPS



**15 & 16. Ksisters: Beauty & The Biz**  
Ksisters organised Beauty & The Biz - A Sale Extraordinaire in support of HCSA from 24 to 26 August. A percentage of their proceeds amounting to \$5,683 was donated to support the work of HCSA Dayspring SPIN in helping single parents with limited support.



**17. Fairprice ON: Shop & Donate for charity**  
HCSA is one of the charities listed on Fairprice ON's Shop and Donate and Donate online programme, which allows donors to donate requested groceries to listed charities and gives charities 2 per cent off their items when they buy direct.

**18 & 19. HCSA Christmas Hampers**  
Our beneficiaries from all HCSA programmes were involved in handcrafting an adorable sock snowman which accompanied each Christmas Hamper, making it a meaningful gift for clients, friends and families.



**20. Etch Incorporation Christmas Charity**  
Etch Incorporation organised a Christmas Charity event to collect gifts from the public for children across three of HCSA's programmes – HCSA Highpoint, HCSA Dayspring Residential Treatment Centre and HCSA Dayspring SPIN.



# CORPORATE & COMMUNITY PARTNERSHIPS



**21. Helping ex-offenders #ScoreASecondChance**  
Recognising the benefits of sports for recovery and reintegration, HCSA launched 'Scoring A Second Chance' – a digital fundraising campaign to empower the ex-offenders at HCSA Highpoint to meaningfully participate in sports. In support of our campaign, the National Volunteer and Philanthropy Centre (NVPC) chose HCSA as one of the seven non-profits to be featured in their Christmas Giftstarter campaign. 'Scoring A Second Chance' successfully raised a total of \$7,650 in cash and in-kind, which will be used to fund sports attire, equipment, and activities for the residents.

**22. ETUDE HOUSE Singapore gives hope to abused girls**  
In celebration of the holiday season, ETUDE HOUSE Singapore wanted to show that amazing things happen when #GirlsSupportGirls! To do so, we collaborated on a Christmas campaign to raise funds for the abused girls at HCSA Dayspring Residential Treatment Centre and empower them through the power of makeup and the beauty community. The campaign raised a total of \$4,217, which helped build awareness and garner support for our cause.





# CORPORATE & COMMUNITY PARTNERSHIPS

## 23. The Brave Assembly: Project En:Courage

Together with **The Brave Assembly**, we launched En:Courage – a beautiful collaboration inspired by real-life stories of vulnerable women and girls who overcame adversity at HCSA Dayspring. The ongoing collaboration features gift boxes and tote bags, which hope to strengthen, instil courage and provide encouragement for their recipients as well as our beneficiaries. Worded by songwriter Morgan Harper Nichols and specially designed by The Brave Assembly themselves, this collection hopes to empower the abused girls and single parents we serve through raising awareness and a donation of sales proceeds.


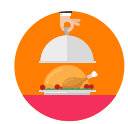









**24 & 25. Sweating for a cause with Core Collective**  
As most of them are women, **Found 8** and **Core Collective** wanted to empower other women to build a better and brighter future. Hence, they adopted HCSA as a beneficiary for 'Sweat For A Cause' – a one-day fitness event in conjunction with National Giving Week 2018. Together with Woh Hup Pte Ltd, their parent company, they donated a total of \$2,161 to HCSA Dayspring. We also had the opportunity to share more about the work we do at the event itself.

**26 & 27. The High Panthers: Running with a purpose**  
The desire to build and support communities lies at the heart of **The High Panthers** – a charity running group founded in 2012. This year, HCSA had the privilege of being adopted as their beneficiary. Dedicated to both running and those in need, they successfully raised awareness and funds for HCSA – amounting to a total of \$6,356.50.

# HOW YOU CAN HELP

Be part of our mission to empower the vulnerable and give them hope for a brighter future!

-  **ADOPT HCSA AS YOUR COMPANY'S CHARITY** and donate your fundraising or sales proceeds towards a worthy cause.
-  **BOOK A PRIVATE DINING EXPERIENCE** at HCSA Academy which will fill your stomach and warm your hearts.
-  **MAKE A CASH DONATION** to support HCSA's causes and programmes.
-  **OFFER SKILLS-BASED PRO BONO EXPERTISE** by engaging and involving your employees and colleagues to use their skills and expertise for a good cause.
-  **ORGANISE EDUCATIONAL AND SKILLS-BASED WORKSHOPS, EXCURSIONS OR EVENTS** to encourage and motivate our beneficiaries.
-  **PLACE OUR DONATION BOX** at your company's office reception/shop front.
-  **PROVIDE JOB OPPORTUNITIES** to our beneficiaries and empower them towards stable employment and financial independence.
-  **SIGN UP AS A VOLUNTEER** and discover how you can give back in a meaningful way.
-  **SIGN UP FOR TEAM BONDING WORKSHOPS** at HCSA Academy with your colleagues and friends and discover your inner chef!

Please email [enquiry@hcsa.org.sg](mailto:enquiry@hcsa.org.sg) or call +65 6745 3532 to find out more!