



Counselling and Care Centre's

# ANNUAL REPORT 2021 - 2022

**Emerging Transformations**  
BEYOND THE PANDEMIC



# Beyond Grateful!

**To all our Donors, Partners, Staff, Members, and  
Volunteers.  
We couldn't have done it without you!**

Supported by:  **Community  
Chest**  
The NCSS Fund-Raising and Engagement Arm

Member of:  **NCSS**  
National Council  
of Social Service

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# About CCC



## Mission

To enhance mental health and promote better marital and family relationships for effective living through counselling, consultancy, training, publications and programmes



## Vision

The leading agency in Singapore in enhancing personal and relational well-being along with the advancement of systemic thinking and practices in the region



## Values

Compassion | Courage | Humility | Integrity | Professionalism

# CCC's SERVICES



## Counselling

For those who are experiencing emotional, psychological, and relational difficulties.



## Employee Assistance Programme

To engage employers to provide funding and access for their employees to seek counseling service and take part in mental wellness programmes.



## Training

For mental health, Social Service Professionals, and para-counsellors in clinical and supervisory skills.



## Consultation

For Social Service Organisations and individual practitioners desiring to enhance their standard of clinical practice and supervision.



## Publications

Of local research and articles relating to clinical practice and knowledge.

# Chairman's MESSAGE

**It is our hope and endeavor that CCC will thrive and transform itself to be relevant to meet the changing needs of our community as we emerge from the pandemic.**



2021 went by quickly as we lived with and adapted to the restrictions and limitations that arose from the COVID-19 pandemic.

I am grateful for the partnership with the National Council of Social Service (NCSS) to provide continual funding during this challenging time. It has enabled CCC to meet the increasing demands for counselling from the community. There was a steep increase of about 30% of counselling sessions completed - an additional 1,300 sessions completed each year during the pandemic period compared to the pre-pandemic period.

In addition to counselling, CCC met the increasing requests from Social Service Organisations to provide training, consultation, and counselling to their staff who are frontline Social Workers and Counsellors. A study published in July 2021 in the Asian Social Work and Policy review showed that nearly 6 in 10 frontline Social Workers were affected by anxiety at the height of the pandemic and just under half also faced depression at that time. I applaud the team of Therapists for their ability to be flexible and creative in developing supervision and training materials that are relevant to attend to the self of the social worker, to enhance the resiliency of the social service professionals to counteract the impact of the pandemic.

The support from the Management Committee (MC), and Sub-Committees is vital to provide the necessary resources for the staff team to deliver our services.

The MC engaged the staff regularly during this period of high workload to balance staff well-being and maintaining our standard of service delivery.

Two staff, namely Ms. Valerie Oh and Ms. Ruth Chua were approved for sabbatical leave in the past year. The purpose of the sabbatical leave was to enable Therapists to recharge and develop their competencies. We are also pleased to report the successful recruitment of two new Therapists who have rich experiences in the social service sector before joining CCC. They are Ms. Tremandy Ng and Ms. Elysia Tan. Ms. Ng has been with CCC since 7 March 2022 and Ms. Tan will begin her work on 1 June 2022.

The Finance Committee worked on the budget and provided useful financial information for the MC to chart the future directions of CCC. To support the professional staff in the delivery of high quality services, the MC has approved two more support staff in both the corporate and training services.

The Programme and Services Committee worked together with the Human Resource Committee on the succession planning for Executive Director last year.

We are pleased that the succession planning was smoothly implemented with the successful recruitment of Dr. Chua Wei Bin, who will officially take over Ms. Ruth Chua by 1 August 2022. Dr. Chua Wei Bin has many years of management experience in the social service sector.

He is part of CCC's Alumni from the Masters in Family and Systemic Psychotherapy (2007-2008) and has attained a Ph.D. in Social Work. We are confident that Dr. Chua will be able to bring CCC to a higher ground.

The year also saw the resignations of Ms. Rebecca Lo, Ms. Julia Lye, and Mr. Lineker Lee. I am grateful to each of them for their respective contributions to CCC.

Dr. Josephine Yong also resigned after 4 years of serving CCC as an MC member and Chair of Human Resource (HR) Sub-Committee. We are thankful for her contributions in her roles. We wish all of them the best in their future endeavours.

We are also grateful to co-opt an MC member, Mr. John Tan, to support the MC. John has been a long-time member of CCC and we thank him for his willingness to support CCC whenever there is a need. Three new members joined the various Sub-Committees. They are Mr. Albert Lim, Dr. Caroline Balhetchet, and Ms. Pamela Lee. We are confident that they will contribute their expertise generously in advancing the mission and vision of CCC.

It is our hope and endeavour that CCC will thrive and transform itself to be relevant to meet the changing needs of our community as we emerge from the pandemic.

**Mr. Sng Bak Yeow  
(Alastair)**

# Executive Director's REVIEW

**As Singapore enters into the endemic phase, we will continue to provide service users with more alternatives and options to meet their increasingly diversified and complex needs.**



At the time of writing the annual report for FY 2021, we received the much-awaited notice from the Ministry of Social and Family Development (MSF), that the safe management measures have been relaxed and service users such as counselling clients, trainees and consultees may resume sessions on-site and in person. The announcement came as a relief even though the service users had adapted to virtual/online modes of services.

## REVIEW OF SERVICES

### Counselling

A positive trend was observed in the increase of about 451 clients though there was only a slight increase of about 11 new cases, compared to the previous financial year [FY].

It may be indicative of the increase in number of significant others/ family members of clients who the Therapists managed to engage in counselling sessions to deal with their clients' presenting concerns. Involving clients' significant others in therapy to strengthen their informal support network is a key intervention of the overarching systemic framework that CCC follows.

It was also noted that over the past 4 years, mental health issues are consistently ranked as the highest presenting concerns. Responding to the trend of the increasing number of clients seeking help on mental health issues, CCC initiated the "Psychological Assessment Service" [PAS].

PAS aims to provide psychological and mental health assessments for clients who may be in need of testing to ascertain their symptoms and enable them to seek appropriate treatment and timely interventions.

CCC is ready to accept referrals and educate on mental health care to raise awareness for early intervention of mental health concerns.

### Training

It is note-worthy that employers from Social Service Organisations are continuing to engage CCC to provide customised training for their staff to equip them with clinical skills in engaging family and significant others to deal with the presenting issues of the individuals.

In April 2021, CCC launched the inaugural Post Graduate Certificate in Systemic Practice with Couples (PGC-SPC), a module of the Post Graduate Diploma in Family and Systemic Practice (PGDFSP). Though we did not have sufficient number of applicants to run PGDFSP, we met the needs of applicants who wanted to learn to work with couples and their presenting issues through PGC-SPC.

CCC was awarded the Edutrust certification (one-year provisional) in May 2021. The staff team has worked hard and clocked in long hours throughout the year, in preparation of the audit by the Committee of Private Education (CPE) in March 2022.

At the point of completing this annual report, we received the good news that we have successfully attained Edutrust Certification for the next 4 years. It is indeed a great reward for the staff team who have put in the groundwork and enabled CCC to be a private education institute that is recognised for its quality and standard of training delivery. Moving forward, we hope to collaborate with academic partners to provide high quality of training in clinical practice for the Social Service Professionals.

### Consultation

Agency group consultation sessions reduced slightly as compared to the previous year, largely due to the restrictions of visits and reduction of casework/counselling activities as a result of safe management measures against COVID-19.

It might have also been due to a greater competition with the increasing number of private consultants.

CCC will be looking into the multiple developmental needs of the practitioners in Social Service Organisations and offering consultation services that better suit their needs.

### Management

2021 marked the year for fee review of all services that happens every 4 years. It was a challenging decision to raise fees by 10% to curb inflation rates over the past 4 years. Nevertheless, we are working to increase publicity for donations, funding, and increase the access to donors by digitalisation. We hope to receive more funding to support service users, especially those who have difficulties coping with payments.

We are grateful to receive Charity Support Fund through NCSS to install a CCTV system, and emergency and panic alarms to provide a safe environment. We have also increased accessibility for staff to work out of the office via the cloud system.

As we reflect on the COVID-19 pandemic, CCC has benefited from learning through the process. As Singapore enters into the endemic phase, we will continue to provide service users with more alternatives and options to meet their increasingly diversified and complex needs.

**Ms Ruth Chua**

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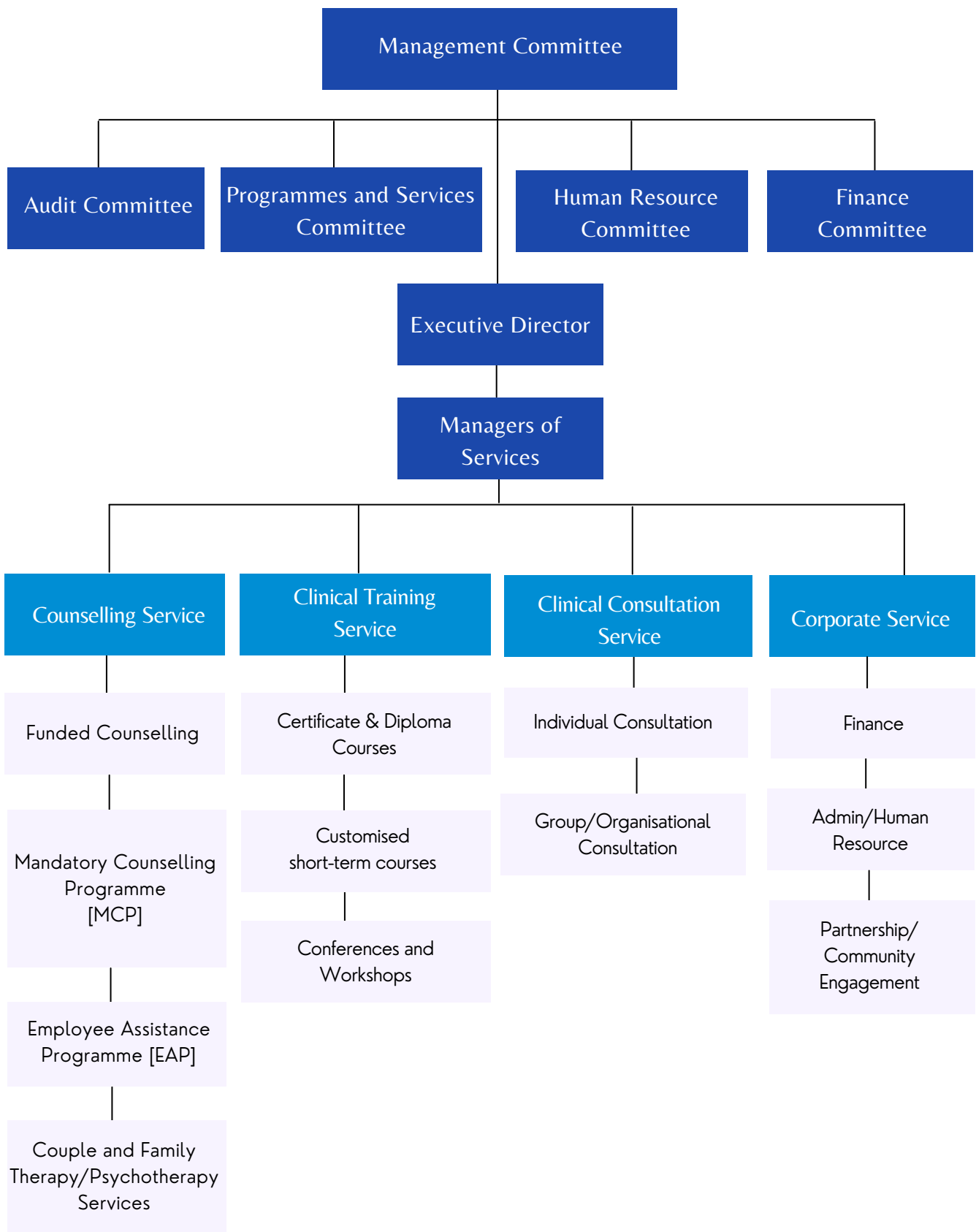




# Our People



# ORGANIZATION CHART



# THE MANAGEMENT COMMITTEE



**Mr. Eng Bak Yeow  
(Alastair)**  
Chairman



**Mr. Ng Pak Shun**  
Vice Chairman



**Ms. Ho Kit Choy**  
Honorary Secretary



**Mr. Chan Fook Kay**  
Honorary Treasurer



**Mr. John Tan**  
Committee Member;  
Co-opted in Nov 2021



**Mdm. Liong Mee San  
(Mrs Rose Boon)**  
Committee Member



**Mr. Laurence Lau**  
Committee Member



**Dr. Josephine Yong**  
Committee Member



**Ms. Mavis Teo**  
Committee Member



**Ms. Maureen Fung**  
Committee Member

# THE MANAGEMENT COMMITTEE

The Management Committee (MC) has the responsibility for the overall policy and management of CCC and all such administrative powers as may be necessary for effectively carrying out the objectives of CCC in accordance with the Constitution.

Listed below is the composition of the current Management Committee:

NAME	CURRENT DESIGNATION	YEAR OF 1ST APPOINTMENT TO THE BOARD	MEETING ATTENDANCE	OCCUPATION/ EXPERIENCES
Mr. Eng Bak Yeow (Alastair)	Chairman	2004	6/6	School Counsellor
Mr. Ng Pak Shun	Vice Chairman	2016	6/6	Public Servant
Ms. Ho Kit Choy	Honorary Secretary	2007	5/6	Counsellor, Support Specialist (for special needs) & Job Coach
Mr. Chan Fook Kay	Honorary Treasurer	2016	5/6	Retired; Chartered Accountant
Mr. Tan Yew How [John]	Committee Member	2022	2/6 Co-opted in Nov21	Retired; Finance and Insurance Professional
Mdm. Liong Mee San (Mrs Rose Boon)	Committee Member	2003	6/6	Director; BSL Corporate Services Pte Ltd
Mr. Lau Yoke Soon (Laurence)	Committee Member	2021	5/6	Fund Manager
Dr. Josephine Yong	Committee Member	2016	3/5 Resigned in Dec21	Retired; Corporate HR Executive
Ms. Mavis Teo	Committee Member	2020	5/6	Head, Medical Social Work Department, KKH
Ms. Maureen Fung	Committee Member	2020	6/6	Social Work Trainer and Supervisor

All the MC members are elected according to the Society's Constitution and do not receive any remuneration for their involvement in any way at CCC. None of the MC members holds staff appointments. CCC does not have any paid staff that are close members or family of the Executive Director or MC members.

Under the Constitution, no persons shall serve as Chair for a consecutive period of six (6) years and Honorary Treasurer for a consecutive period of more than four (4) years.

Mrs. Rose Boon, Mr. Alastair Eng and Ms. Ho Kit Choy have served more than 10 years with the Management Committee and CCC continues to benefit from their valuable insights and guidance in strategic directions. Newer Management Committee members have taken up positions to provide continuity for governance.

## MOVEMENTS IN THE MANAGEMENT COMMITTEE

CCC welcomed Mr. Tan Yew How (John) and Mr. Lau Yoke Soon (Laurence) as Committee Members to the MC and is excited to journey with and learn from their experience and wisdom amassed over decades of work in their respective fields.

# THE SUB-COMMITTEES

The table below is a list of sub-committees and its members appointed by the Management Committee to assist with the governance of CCC:

COMMITTEE TERMS OF REFERENCE	COMPOSITION	DESIGNATION	MEETING ATTENDANCE
<b>AUDIT COMMITTEE</b> Ensures compliance with the Code of Governance for Charities and IPCs by reviewing the effectiveness of CCC's material internal controls, including financial and compliance controls, and conducting risk management periodically.	Mr. John Tan	Chair	3/3
	Mr. Albert Lim	Member	3/3
	Mr. Clement Ong	Member	3/3
<b>PROGRAMMES AND SERVICES COMMITTEE</b> Facilitates strategic planning for CCC and ensures that its vision and mission are clearly expressed, planned, and implemented. It is responsible for the entire programme and service content of CCC and monitors its effectiveness, ensuring that the goals and objectives are being met.	Mdm. Liong Mee San (Mrs Rose Boon)	Chair	4/4
	Dr. Carol Balhetchet	Member Joined in Jan22	3/4
	Ms. Mavis Teo	Member	4/4
<b>FINANCE COMMITTEE</b> Advises the Board on all financial matters and ensures compliance with the Code of Governance. It also reviews and recommends suitable investment policies to the Management Committee for approval.	Mr. Chan Fook Kay	Chair	5/5
	Ms. Maureen Fung	Member	5/5
	Mr. Tan Yew How (John)	Member Left Finance Com to join Audit Com from Jan22	2/5
	Mr. Lau Yoke Soon (Laurence)	Member	1/5
	Ms. Mavis Teo	Member Joined in Jan22	2/5
<b>HUMAN RESOURCE COMMITTEE</b> Previously known as Personnel Committee Assists the Management Committee by recommending and reviewing all policies, terms and conditions of staff employment, including salary scales, increments, staff welfare, and benefits.	Dr. Josephine Angelina Yong	Chair Resigned in Dec22	1/2
	Ms. Ho Kit Choy	Member	2/2
	Ms. Maureen Fung	Member Joined in Jan22	1/2

# THE STAFF TEAM

## KEY STAFF



**Karen Quek**

Senior Admin.  
Manager  
Finance, HR &  
Admin



**Tony Ong**

Senior Therapist  
Counselling Service



**Sharon Koh**

[Mrs. Sharon Sng],  
Principal Therapist  
Consultation Services



**Steven Soh**

Senior Therapist  
Training Services



**Foo Soo Jen**

Principal Therapist  
Professional  
Development  
of Therapists

## SENIOR THERAPISTS



**Sim Sian Kiong,  
Elijah**  
(Part-Time)



**Rebecca Tan**  
(Mrs. Rebecca Lo,  
Part-Time)



**Jadelyn Lim**  
(Mrs. Jade Low)



**Terence Tan**



**Charlotte Chen**



**Cheryl Lim**

## THERAPISTS



**Andrew Chong**



**Lim Li Zhen**



**Pamela Liao**



**Valerie Oh**



**Tremandy Ng**



**Dr. Ang Xinying**  
Senior  
Psychologist

## THE TEAM

There was a total of 20 staff members as at 31 March 2022. Ms Rebecca Lo resigned in July 2021 after serving CCC for 14 years. A new staff member, Ms Tremandy Ng was added to the fold in March 2022. Mr Lineker Lee, Admin. Executive (Training) left CCC in March 2022.

The Management Committee approved all staff appointments upon the recommendation of the Human Resource Committee and the Executive Director (ED). Staff Performance Appraisals are reviewed twice yearly by the ED and Supervisors. Performance appraisals are discussed at Finance and Human Resource Committees, where remunerations are also recommended for approval from the Management Committee.

## ADMINISTRATION



**Peggy Lim**

Mrs Peggy Wong  
Admin Executive  
Operations &  
Training



**Lineker Lee**

Admin Executive  
Training



**Leung Mui Fang**

Admin Executive  
Counselling &  
Consultation



**Anu Cherian**

Manager,  
Partnerships



**Michelle Tan**

Admin Assistant

## THE EXECUTIVE DIRECTOR

Ms Ruth Chua has more than 30 years of experience in the social service field. She started work as a Social Worker and was the Head of AWWA Family Service Centre. She proceeded to pursue family therapy training and has been working in CCC since 1997. Besides counselling, Ruth was involved as a Trainer for counselling and supervision and a Clinical Consultant for various agencies. Since she took on the role of Executive Director in 2013, she has actively involved the Management and staff members in strategic planning, refined systems and processes to strengthen the governance and capability of CCC.

There are five key staff appointed to assist the ED in overseeing the services and ensuring that services/work delivered follow standard operating procedures (SOPs). They contribute to the review of the respective services and improvement of the operational efficiency and quality of services.

# Professional Contributions of STAFF

Besides the privilege of contributing towards the lives of our service users through our 3 main services of counselling, training and consultation, a number of the therapists also appreciated the opportunity of serving as members on various panels, committees and multi-disciplinary teams. This allowed them to connect and work with various professionals across different contexts, and contribute towards the well-being of people in need, and the professional growth and development of fellow practitioners. In addition, other professional contributions were made in a variety of forms. A couple of therapists conducted training and talks, while some others were interviewed for various media platforms on specific issues. Some of them collaborated on an article for CONTEXT, a publication by the Association for Family Therapy, UK.

The following is a compilation of the staff's professional contributions in this financial year.

STAFF	PROFESSIONAL CONTRIBUTIONS
Dr. Ang Xinying	<ul style="list-style-type: none"> <li>Participated in an interview with Centre for Fathering on "Depression and Suicide" as part of their awareness for Children and Youth Mental Health on 18 February</li> </ul>
Ruth Chua	<ul style="list-style-type: none"> <li>Member of Leadership Development and Selection Panel, National Council of Social Service</li> <li>Member of CARE Board Committee, AWARE</li> <li>Social Service Fellow, National Council of Social Service</li> </ul>
Charlotte Chen	<ul style="list-style-type: none"> <li>Interviewed for CNA news article titled "With school counsellors, it's really hit-or-miss: Behind the challenge of safeguarding students' mental health", published on 1 August</li> </ul>
Foo Soo Jen	<ul style="list-style-type: none"> <li>Member of Multi-Disciplinary Team (MDT) for Big Love Child Protection Specialist Centre</li> <li>Contributed towards a joint article, "Remembering Barry Mason" published in CONTEXT, 178, December</li> </ul>
Lim Li Zhen	<ul style="list-style-type: none"> <li>Interviewed for the Channel 8 Morning Express show, "The vital role of registered professional counsellors in supporting mental health in Singapore", screened on 1 November</li> </ul>
Valerie Oh	<ul style="list-style-type: none"> <li>Participated in an interview with Centre for Fathering on "Stress and Anxiety" as part of their awareness for Children and Youth Mental Health on 18 February</li> </ul>
Tony Ong	<ul style="list-style-type: none"> <li>Member of Social Service SkillsFuture Tripartite Taskforce Counselling Sub-Team</li> <li>Member of Ministry of Social &amp; Family Development Review Board Review Committee 5</li> </ul>
Elijah Sim	<ul style="list-style-type: none"> <li>Conducted Basic Counselling Training for Member Care (YWAM) for cross-cultural workers on 14 October</li> <li>Contributed towards a joint article, "Remembering Barry Mason" published in CONTEXT, 178, December</li> <li>Participated in the Centre For Fathering "Ask the Experts" Interview Series: "Children of Divorce &amp; Parental Alienation" on 26 February</li> </ul>
Sharon Sng	<ul style="list-style-type: none"> <li>Member of Singapore Association of Counsellors (SAC) Supervision Board</li> <li>Contributed towards a joint article, "Remembering Barry Mason" published in CONTEXT, 178, December</li> </ul>
Steven Soh	<ul style="list-style-type: none"> <li>Conducted a talk "Relationship Triangle" at Faith Methodist Church, FaithCare Ministry on 27 July</li> </ul>
Terence Tan	<ul style="list-style-type: none"> <li>Member of a workgroup to review Social Work Supervision Guidelines – organised by the Social Work Supervision Seminar Organising Committee</li> <li>Facilitated at the 4th Social Work Supervision Seminar "Riding the Waves and Rethinking Social Work Supervision" organized by SASW</li> <li>Contributed towards a joint article, "Remembering Barry Mason" published in CONTEXT, 178, December</li> </ul>

# Professional Development of STAFF

As a commitment towards CCC's value of Professionalism, CCC not only encourages but also supports the staff's pursuit of professional development. Professional development funds and hours are provided for staff to attend relevant training courses, workshops, study and discussion groups, and conferences. This enables staff to stay abreast with and further develop their knowledge and skills in their respective roles and responsibilities.

## CERTIFIED TRAINING COURSES

We extend our congratulations to Andrew and Xinying, who have completed the Post Graduate Certificate in Systemic Practice with Couples, and the Post Graduate Certificate in Systemic Thinking and Approaches: Applications in Social Work and Practice courses respectively!

Other staff are also pursuing certified/qualifying training courses with the support from CCC, as shown below:

STAFF	COURSE TITLE	DURATION	SUPPORTED BY
Dr. Ang Xinying	Post Graduate Certificate in Systemic Thinking and Approaches: Applications in Social Work and Practice by CCC	1 Sept - 1 Dec	Counselling and Care Centre
Charlotte Chen	Leadership Milestone Programme - Lead People by SSI	14 & 15 Oct, 22 & 23 Nov, 20 & 21 Jan, 23 & 24 Feb	Counselling and Care Centre
Andrew Chong	Post Graduate Certificate in Systemic Practice with Couples by CCC	15 Apr – 25 Aug	Counselling and Care Centre
Andrew Chong, Lim Li Zhen	Post Graduate Diploma In Clinical Supervision by CCC	8 Jul – 17 Jun	Counselling and Care Centre
Foo Soo Jen Terence Tan	Somatic Experiencing Professional Training Intermediate I/II & II/III Modules by Living Streams Therapy, Training and Consultancy LLP	26 Apr – 1 May, 14 – 19 Oct	Counselling and Care Centre

## CLINICAL MEETINGS

Therapists attended and participated in regular Clinical Meetings to develop and hone their clinical and supervision skills. As they took turns to present clinical and/or supervision practice, supervise, and supervise the supervision during these clinical meetings, their active participation provides opportunities for mutual learning, grow and hone their practice as therapists, trainers and supervisors/consultants. Held online due to safe distancing measures, these sessions also provided a platform for the therapists to meet regularly, thus fostering connection, support, and morale.

Regular supervision or consultation with different supervisors and consultants, both internal and external, were also available to the therapists. A few of the Therapists also joined study and consultation groups to focus on advancing their knowledge and skills for specific therapy approaches. The study and discussion groups were namely, the Bowen Reading and Discussion Group, and Family Matters Video Online Discussion Group.

## SHORT-TERM TRAINING COURSES

The commitment to learning and growing their professional and personal selves saw the staff still as active in proactively signing up for and attending relevant courses and workshops during this period. Due to the pandemic, most courses, workshops and conferences were held online, possibly increasing the accessibility to trainings which would otherwise be available in-person overseas only. As some of the online courses were also offered as recorded sessions, it enabled staff interested in the particular topics to access them despite the differences in time zones.



# PROFESSIONAL DEVELOPMENT OF STAFF

The following is a list of courses the staff has attended:

STAFF	COURSE	ORGANISED BY
Andrew Chong, Ruth Chua, Charlotte Chen, Jade Low, Lim Li Zhen, Pamela Liao, Steven Soh, Terence Tan, Valerie Oh, Sharon Sng, Foo Soo Jen, Tony Ong, Elijah Sim, Cheryl Lim	Working with Asian Couples: Theoretical Framework and Culture by Dr Wentao Chao	Counselling and Care Centre
Charlotte Chen, Jade Low, Ruth Chua	Working With Violent, Suicidal and Self-Destructive Adolescents: A Collaborative Strengths-Based Family Therapy Approach by Matthew Selekman	Counselling and Care Centre
Dr. Ang Xinying, Andrew Chong, Ruth Chua, Charlotte Chen, Cheryl Lim, Jade Low, Lim Li Zhen, Pamela Liao, Steven Soh, Terence Tan, Valerie Oh, Sharon Sng, Foo Soo Jen, Tony Ong, Elijah Sim	Supervision of Supervision by John Burnham	Counselling and Care Centre
Dr. Ang Xinying, Andrew Chong, Jade Low, Pamela Liao	Together Alone: Systemic Therapy for Individual Clients by Dr Paolo Bertrando	Counselling and Care Centre
Dr. Ang Xinying, Cheryl Lim, Jade Low, Steven Soh	Anger and Boredom: Working on Unpleasant Emotions in the Counselling Session by Dr Paolo Bertrando	Counselling and Care Centre
Ruth Chua, Steven Soh, Karen Quek, Anu Cherian, Michelle Tan, Leung Mui Fang	Psychological First Aid	Integrative Learning Corporation Pte Ltd
Ruth Chua, Tony Ong	Dick Schwartz's Internal Family Systems Master Class: Experience IFS in action with Complex Trauma and PTSD	Psychotherapy Networker
Peggy Lim, Michelle Tan	Supervisory Training on ART Swap Testing (Synchronous E-Learning)	HMI Institute of Health Sciences
Tony Ong, Terence Tan	Social Work Supervision Seminar "Riding the Waves and Rethinking Social Work Supervision"	SASW
Karen Quek, Peggy Lim	Business Continuity Management (BCM) – Facilitator Training and Scenario Workshop	MSF and Organisation Resilience Management
Anu Cherian	<ul style="list-style-type: none"> <li>Digital Voyage to SSA 3.0 Webinar</li> <li>Virtual AGM Masterclass for NPOs</li> <li>Engaging Volunteers with Strategic Marketing Lenses</li> <li>Become a Digital Marketing Specialist</li> </ul>	<ul style="list-style-type: none"> <li>NCSS</li> <li>NCSS</li> <li>NCSS</li> <li>LinkedIn Learning</li> </ul>
Dr. Ang Xinying	Four Models of Therapeutic Assessment: Core Concepts and Practices Shown in Classic Videos	Therapeutic Assessment Institute
Ruth Chua	<ul style="list-style-type: none"> <li>Cyber Security Risk Management Workshop</li> <li>Introduction to Somatic Experiencing</li> <li>Self-regulation and Neurofeedback in Treatment of Anxiety and Attention Disorders</li> <li>Trauma Treatment with EMDR, CBT and Somatic- Based Interventions: A Certified Clinical Trauma Professional Training Course</li> <li>Drs. John and Julie Gottman on the 10 Core Principles for Effective Couples Therapy</li> <li>Dealing with Courts, Police and Lawyers</li> </ul>	<ul style="list-style-type: none"> <li>NUS</li> <li>Living Streams Therapy, Training and Consultancy LLP</li> <li>ISS Family Institute, HK</li> <li>Professional Education Systems Institute [PESI]</li> <li>PESI</li> <li>NUS</li> </ul>
Leung Mui Fang	Gatekeepers Intervention Skills	SOS
Cheryl Lim	Esther Perel's Transformative Approach to Couples Therapy in Action	Psychotherapy Networker
Peggy Lim	Python for Analytics	NUS
Jade Low	<ul style="list-style-type: none"> <li>Trauma Treatment Innovation: Safe &amp; Effective Assistance in PTSC Cases</li> <li>Working with Families with a Child Focus: Clinical Work with Triangles</li> </ul>	<ul style="list-style-type: none"> <li>Tao Enterprise Co. LTD, Taiwan</li> <li>The Family Systems Institute (Sydney)</li> </ul>

# PROFESSIONAL DEVELOPMENT OF STAFF

The following is a list of courses the staff has attended:

STAFF	COURSE	ORGANISED BY
Tony Ong	Essentials of Trauma Treatment	Psychotherapy Networker
Karen Quek	<ul style="list-style-type: none"> <li>Financial Reporting Standards</li> <li>Onboarding and Offboarding Apps</li> <li>Cloud Payroll Software Year End Training</li> </ul>	<ul style="list-style-type: none"> <li>BDO</li> <li>Info-Tech</li> <li>Info-Tech</li> </ul>
Steven Soh	<ul style="list-style-type: none"> <li>Bowen Theory Conference 2021</li> <li>Exploring Family Origin and Use of Family Diagram in Clinical Practice</li> </ul>	<ul style="list-style-type: none"> <li>ISSHHK</li> <li>Academy of Human Development</li> </ul>
Sharon Sng	<ul style="list-style-type: none"> <li>The Neurobiology of Attachment</li> <li>Compassionate Inquiry</li> <li>Internal Family Systems: A Step-by-Step Guide Through Clinical Application and IFS Model</li> <li>Speaking of Sex: Integrating Couples and Sex Therapy</li> </ul>	<ul style="list-style-type: none"> <li>NICABM</li> <li>Compassionate Inquiry</li> <li>Psychotherapy Networker</li> <li>Psychotherapy Networker</li> </ul>

## SABBATICAL LEAVE

Valerie Oh was on Sabbatical Leave from July to December 2021. During this time, she attended a number of relevant training courses and workshops.



# Our Services

# 01 Counselling, EAP, CISD

FOR INDIVIDUALS, FAMILIES, AND EMPLOYEES

- 1,613 Counselling Clients
- 6,049 Sessions
- 82% of Clients received subsidised sessions

# 02 Consultation

A SAFE AND AFFIRMING SPACE FOR PRACTITIONERS  
[INDIVIDUAL & GROUP]

- 237 Consultees
- 1534.50 Consultation Hours
- 55% Consultees are from Government Organisations

# 03 Training

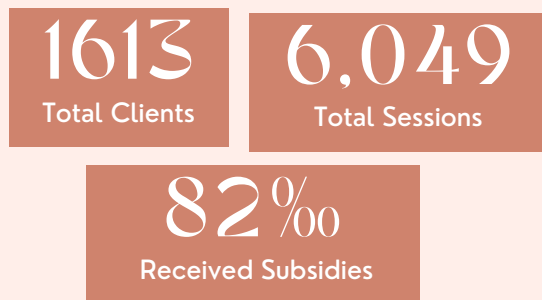
FOR INDIVIDUALS AND ORGANISATIONS

- More than 1,000 training hours
- 697 Trainees

# COUNSELLING

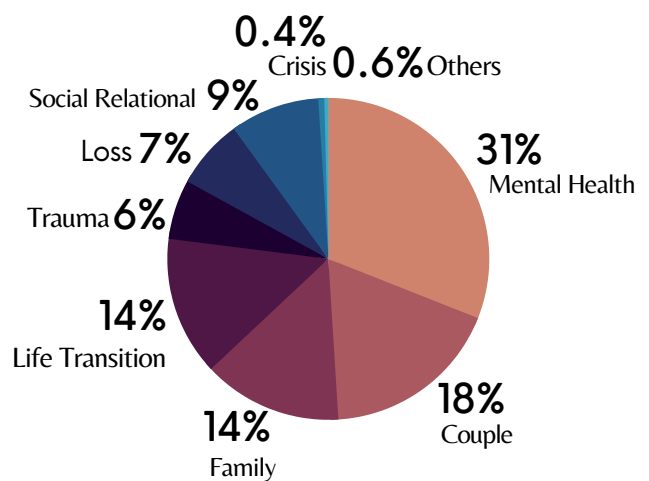
CCC served **1613 clients**, about **12% (194 clients)** increase, as compared to **1419 clients** in the last financial year (FY2020).

As compared to FY2020, 82% of our Clients received subsidies for Counselling (decrease of 8%) and 18% paid the standard counselling fee of \$180 per hour (a corresponding increase of 7%). Subsidies have been provided up to a maximum of \$140 per hour.



## MAJOR PRESENTING CONCERNS

The presenting concerns remain proportionately similar to FY2020. The major issues were mental health (31%), couple issues (18%), family issues, and life transition issues (14%). There was a decrease of about 2% in the area of mental health but an increase in life transition issues (2%) and social relational issues (1%); the differences in these areas over the two financial years are insignificant to account for any issues of concern.



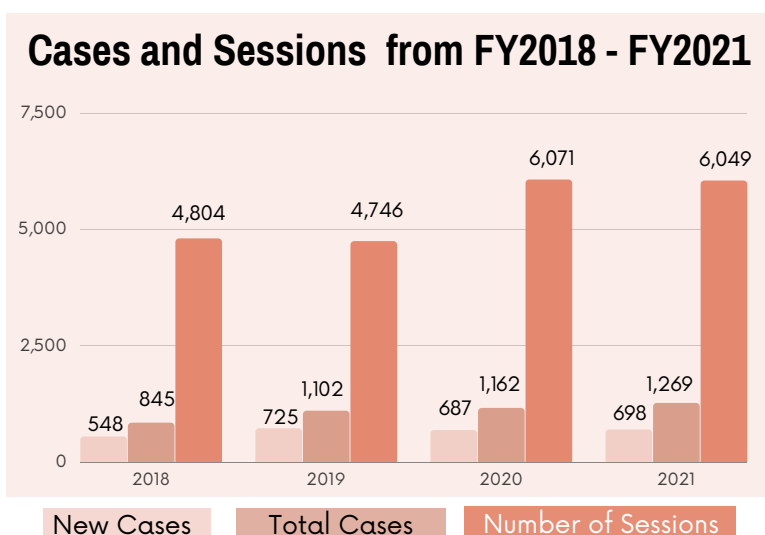
\* Life transition includes: Illness/Disabilities, LGBTQ identify /same sex related issues

Social/Relational includes: School-related problems e.g. learning difficulties, truancy, violence

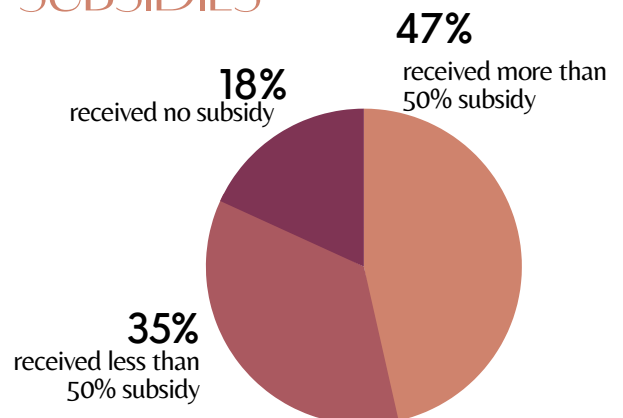
Others include: Religion/Spirituality, Sex-related/Sexuality

## UTILISATION TRENDS

While there was an insignificant decrease in the total number of counselling sessions (less than 0.5%), there was a slight increase in total number of new cases (1.5 %), total cases (8.5%), as well as total number of Clients served (12%).



## COUNSELLING FEE SUBSIDIES



Figures include: Funded by NCSS, MILK, MCP Cases, MSF - Family Relationships, Non-funded/subsidised, MCP Cases, EAP Cases

# EMPLOYEE ASSISTANCE PROGRAMME [EAP]

EAP aids employers to enhance the mental well-being of their employees through educating their employees on mental health and psychological well-being and providing counselling service funded by the employers. CCC had 648 EAP Clients who came for a total of 639 counselling sessions funded by their employers through the EAP in FY2021.

14 new organizations joined our EAP this year to bring the service to their employees.

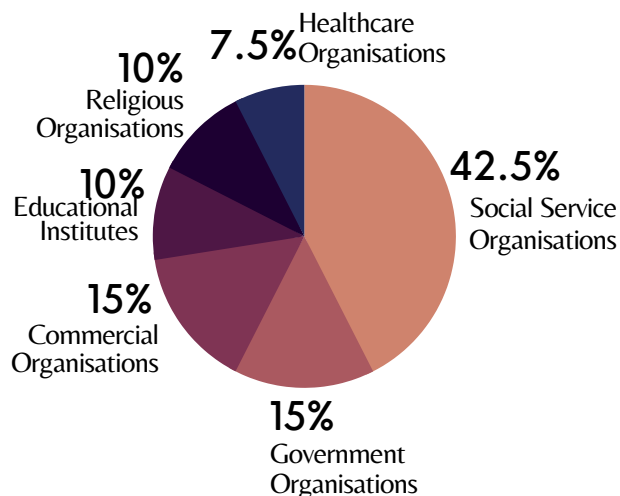
The presenting concerns were mostly personal, relational (family or otherwise), mental health, and career/work-related.

# CRITICAL INCIDENT STRESS DEBRIEF [CISD]

The CISD is an ad-hoc counselling service conducted for employees who have met with a traumatic incident in their workplace. CCC Therapists are on stand-by every day to attend to such cases. Through CISD, the affected employees are given a safe space to process their emotions and immediate reactions, mitigating chances of long-term distress. In FY2021, CCC had 2 crisis debrief cases.



## TYPES OF EAP ORGANISATIONS



## CISD SESSIONS



# CLIENTS' FEEDBACK

## *Individual Client*

"It is an edifying experience to be listened to. My therapist helped change the wrong perception that counselling is only for people with problems. He creates the narrative that it is a safe space for people to address their issues through mindful listening and meaningful conversations."



## *Couple Clients*

"The warmth of my therapist never fails to open us up to share our inner thoughts and feelings. Sometimes I am amazed how my therapist manages to get us to share things that we never thought about."

## *Individual Client*

"My therapist is helpful in helping me see the parallels and patterns that are apparent in my current issues. She helped me to process my issues by providing a safe space, through check ins (e.g. asking if I am comfortable/there is anything I am uncomfortable with), validating my emotions, and providing helpful suggestions."



## *Individual Client*

"My therapist is a great listener and is able to identify issues well. She is able to provide space that allows me to vent or express my emotions, yet narrow them down to issues and subsequently actionable steps to improve on. I have benefitted greatly from the way my therapist filters through the messiness of emotions/challenges and identifies issues/problems to work on."

"Having a safe space to talk about my experiences has helped me to process my emotions, and to start practicing healing from my trauma in ways that are what I need."



## *Individual Client*

# 01 Counselling, EAP, CISD

FOR INDIVIDUALS, FAMILIES, AND EMPLOYEES

- 1,613 Counselling Clients
- 6,049 Sessions
- 82% of Clients received subsidised sessions

# 02 Consultation

A SAFE AND AFFIRMING SPACE FOR PRACTITIONERS  
[INDIVIDUAL & GROUP]

- 237 Consultees
- 1534.50 Consultation Hours
- 55% Consultees are from Government Organisations

# 03 Training

FOR INDIVIDUALS AND ORGANISATIONS

- More than 1,000 training hours
- 697 Trainees



# CONSULTATION

## CCC remains focused on offering quality systemic consultation for social service practitioners.

We offer quality and well-structured consultation sessions to social service practitioners to develop their skills and knowledge of clinical and supervision work so that they could in turn better serve their clients/ supervisees.

We are intentional in creating a safe and affirming space as many practitioners have to handle an increased and taxing workload due to the pandemic. We also hold collaborative and reflexive conversations so that the practitioners could understand how to use themselves in counselling and supervisory work and remain ethical in their practice.

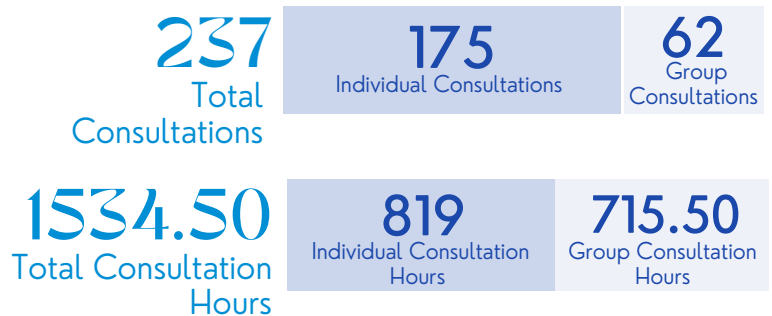
As Singapore moves to living with COVID-19, it has allowed us to resume our usual mode of meeting face-to-face, apart from using the online mode, which involves 'live' consultation, video/ audio-taped consultation besides case discussion.

## CONSULTEES SERVED

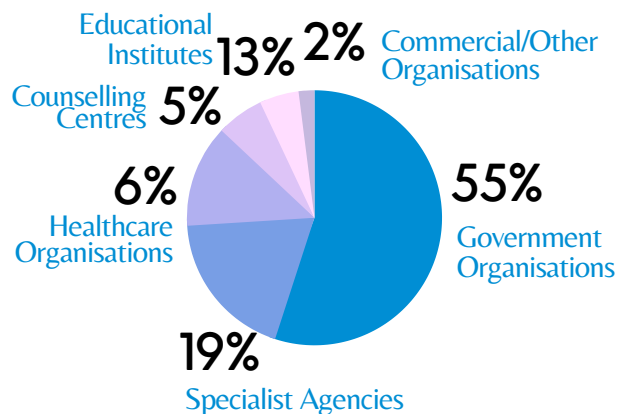
The consultees are from different sectors comprising hospitals, schools, family service centres, and other community-based social services. Some significant trends observed were that there were more consultation services offered to the educational institutes that deal with disabilities as well as the government organisations. In addition, there was a new consultation request to provide consultation to social service practitioners using groupwork with their clients.

## KEEPING OUR LEADING EDGE

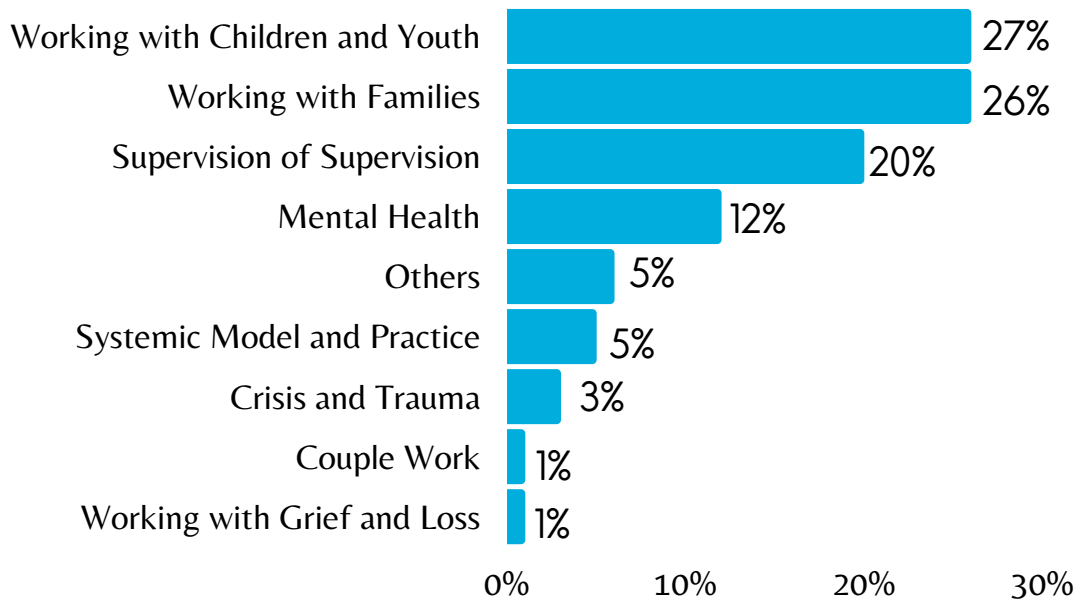
As a team of committed practitioners and Consultants, we will continue to enhance our efforts to equip social service practitioners from different Social Service Agencies in Singapore with supervisory skills, besides focusing on the clinical skills and knowledge. We also hope to expand into offering consultation for new sectors like working with the elderly.



## TYPES OF ORGANISATIONS SERVED



# TYPES OF CONSULTATION REQUESTS



## CONSULTEES' FEEDBACK

### *Gaining Insights*

"Very fruitful sessions and helpful to gain insight into how work can be done and improved. Provided a safe platform for sharing of thoughts and feelings as a worker as well."

### *Broadening Perspectives*

"Consultant helped to broaden my perspectives so I could intervene more effectively. I appreciate the space to think more deeply about the self of the therapist and to apply theoretical models to my work with clients."

# 01 Counselling, EAP, CISD

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# 03 Training

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# TRAINING IN A NUTSHELL

## Number of Trainees by Course Type

### Total Number of Trainees

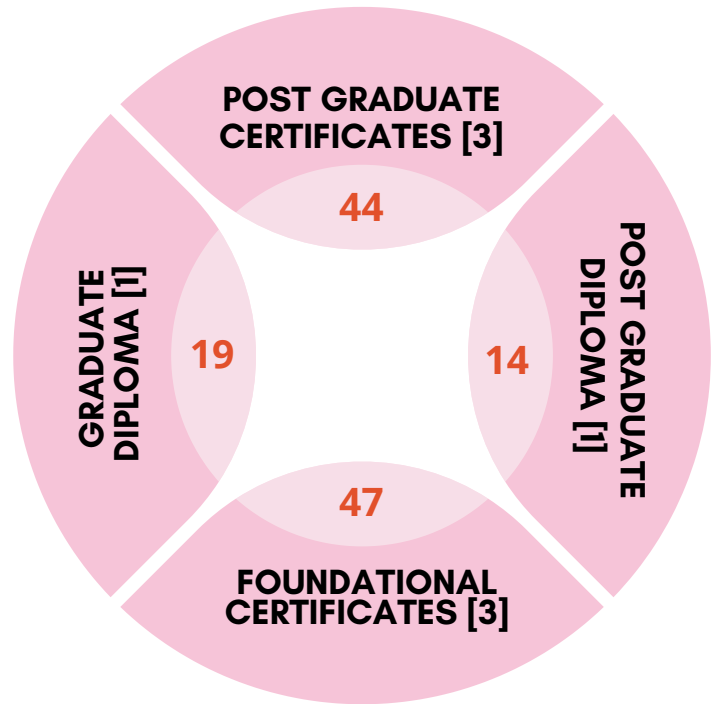
**697**

**TRAINEES**

**125**  
[Certificate & Diploma]

**289**  
[Customised Training]

**283**  
[Workshop]



**5**

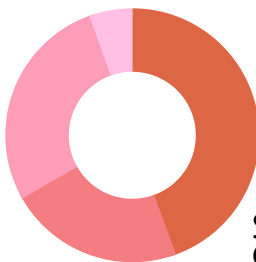
**Public workshops by International Speakers**

**21**

**Organisations engaged for Customised Training**

**5.5%**  
Educational Institutes

**27.8%**  
Government Organisations



**44.4%**  
Social Service Organisations

**22.3%**  
Commercial Organisations

**827.5**

**Certificate & Diploma Training Hours**

**2339**

**Customised Training Hours**

# POST GRADUATE DIPLOMA IN CLINICAL SUPERVISION (PGDCS)

**At the heart of PGDCS is the aim to nurture a generation of not just competent, but also caring supervisors, who are able to bring life and strength to the social service field through compassionate supervisory practices.**

Adapting to COVID-19 meant that the sessions had to be conducted via a mixture of onsite, online and sometimes even hybrid modes.

Through it all, the trainees remained satisfied in their training experience as they leveraged upon a strong sense of camaraderie to actively support one another's learning. Many rich insights, reflections and feedback were exchanged among the trainees, trainers and the course supervisors – all of which enabled not just the gaining of knowledge, but also growth in the trainees' self- and relational-reflexivity, which was a key focus of the course.

Throughout the 10 months, the course supervisors felt privileged and proud to witness the enthusiasm of these supervisors-in-training for learning, as well as their growing hearts of compassion toward their supervisees in their home agencies.

We wish all our trainees the very best in their continued professional journeys and personal growth beyond this course. May you all continue to make a meaningful difference in the lives of many other Social Service Professionals wherever you go!

## ABOUT THE COURSE

This is a **160-hour** course designed to equip senior Social Service Professionals with the knowledge and skills essential for competent clinical supervision.

- The cohort had 14 senior counsellors and social workers
- The Trainees came from various professional spaces - a mental health institution, hospitals, family service centres, and counselling agencies



Trainer Soo Jen with her PGDCS supervision group

## Trainees Speak

### *Safe Space*

"The PGDCS course provided me a safe space to share struggles and sharpen skills with similar spirits in my supervision sojourn!"

### *Deepening Learning*

"The 'live' session of observing video supervision was very helpful in bringing to life the concepts and ideas taught in the lecture. Thank you and appreciate the effort in deepening our learning through observation!"

### *Illustrating teaching*

"The Trainer shared an abundance of examples and personal experiences to illustrate teaching points. Greatly appreciate his efforts."

# GRADUATE DIPLOMA IN COUNSELLING PRACTICE (GDIP)

**We are committed to ensuring this course remains relevant and useful to Social Service Professionals in the sector.**

We are relieved that the pandemic did not hinder the live supervision component of the course, where trainees continued to see clients provided by CCC while being supervised in a team. This distinguishes our counselling training programme as one that emphasizes both theory and practice integration.

We are also grateful to the support and understanding from our trainees and their organisations in flowing with the changes along the way due to the evolving safe management measures. Changes that trainees had to adapt to included having lectures and skills practice online, and hybrid mode of both onsite and online live supervision. We are heartened to witness the continued growth of our trainees in spite of the challenges posed by these changes.

We are also encouraged by feedback from the employer surveys, one of which said - "Very appreciative of the course, as the learning was evident through the growth of staff's development of self as a worker, and displaying of renewed confidence in their counselling posture and skills."

## ABOUT THE COURSE

GDIP is our longest-standing course (**300-hours**) that has developed hundreds of Social Service Professionals in their counselling practice over the last few decades.

- The 2021 cohort had 19 Trainees
- About 190 course hours were devoted to honing clinical skills through live supervision and skills practice



Trainer Charlotte at a session with the GDIP batch

## Trainees Speak

### *A wide array of Concepts*

"The most useful concepts and skills acquired from the course that can be applied to work settings include systemic framework, PADI as a practice model, life-cycle orientation, therapeutic conversations (Interventive Interviewing), working with grief and loss, crisis and mental health concerns.."

### *Applicable Skills*

"The skills and framework taught can be applied both to counselling and case-management cases with more intentionality and curiosity."

# POST GRADUATE CERTIFICATE IN SYSTEMIC PRACTICE WITH COUPLES (PGC-SPC)

**The trainers and supervisor are mindful to help the trainees to exercise more self-reflexivity as a practitioner through the use of reflexive questions.**

PGS-SPC is an intermediate level of the theoretical and clinical training in working with couples using a systemic approach. It emphasizes on developing trainees' repertoire of skills and techniques through clinical supervision of their couple clients seen in their respective work contexts, besides teaching them the systemic ideas and general framework dealing with specific couple-related issues.

The trainees from various work contexts were able to understand and apply the systemic ideas in engaging with couples who presented a range of challenging issues as evidenced in their clinical supervision/ group discussions, and written assignment. Self-reflexivity helped the trainees to relate more therapeutically with their couple clients as well as generate greater understanding of the use of self in managing dilemmas with couples.

## ABOUT THE COURSE

PGC-SPC is one of the modules of a longer-term course called the 'Post Graduate Diploma in Family and Systemic Practice (PGD-FSP).

- The 2021 run had 8 Trainees
- This 94.5-hour-long course runs over 5 months



Trainer Sharon with the PGC-SPC batch

## Trainees Speak



*Trainees Said:*

"The trainers and supervisor provided enriching learning experience with multiple perspectives and practical ideas."

*Trainees Said:*

"Saw an increased self-reflexivity and more intentionality in working with clients."

*Trainees' Employers said:*

"Saw increased abilities in worker to conceptualise and apply her learning. She has also often initiated working with couples."

*Trainees' Employers said:*

"Supervisees brought up their learning and worked towards the goal of not just the presenting issues on financial needs but also the relational needs of clients."

# POST GRADUATE CERTIFICATE IN SYSTEMIC THINKING AND APPROACHES—APPLICATIONS IN SOCIAL WORK AND CLINICAL PRACTICE (PGC–STA)

**The PGC–STA curriculum was redesigned in January 2021 to capture the essentials of the foundational framework and concepts in systemic psychotherapy.**

The course was delivered through lectures and experiential exercises that integrated trainees' lived experiences and illustrations from clinical practice with the local populations.

Despite the pandemic situation that restricted the course to be delivered on virtual platforms, the trainers encouraged class participation through the creative use of online tools and provided regular breaks for trainees to reduce screen fatigue.

The feedback from participants was encouraging and many have expressed keenness in progressing to attend the Post Graduate Diploma in Family and Systemic Psychotherapy.

## Trainees Speak

### *New Outlooks*

"The Trainer made the main concepts clear and engaging through case descriptions and exercises. Thanks for the great learning opportunity on a topic I've previously been struggling to grasp."

### *New Stories*

"Thank you for inviting us to look at values and stories in a whole new way!"

## ABOUT THE COURSE

PGC–STA is a 77-hour course that has been providing systemic and family therapy training to practitioners in the sector since 2011.

- The course had 13 trainees for the run in September 2021 and 10 in January 2022
- There are 3 modules with focus on systemic thinking, reflexivity, and selective family therapy models in each of them



The PGC–STA batch during one of their Zoom sessions along with trainer Jade



# CERTIFICATE IN FOUNDATIONAL SYSTEMIC THINKING (CST), APPLICATIONS [CSA], & MODELS (CSM) IN SOCIAL WORK & CLINICAL PRACTICE

**The new foundational systemic certificates are milestones in CCC's continuous efforts to bring systemic training courses to more helping professionals.**

These 3 new certificates provide the Trainees with experiential learning that not only helps the Trainees learn more about the Self of the Practitioner and their reflexivity, but also aids in work that involves risks and uncertainties in their respective roles. All the 3 courses so far have been conducted online due to COVID-19 and the participants were mostly from various family service centres, specialist centres, educational institutions, prison services, hospice, etc.

The feedback from participants have been excellent! They are able to grasp the systemic concepts through experiential learning and application in working with psychological and relational issues of individuals and families. Participants who completed the course, may move on to learn systemic practice with individuals, couples and families which are offered in various post graduate certificate and diploma level courses at CCC.

## Trainees Speak

### *Live Feedbacks*

"I appreciate the Trainers taking our feedback seriously and adapting the lessons to better meet our needs. Acting on the groups' feedback was highly commendable because it has enriched us significantly in the later lessons."

### *Enjoyable Lessons*

"The Trainer is very experienced and the pace he set for the class was excellent. Gained insights from his vast experience and lessons were truly enjoyable. Highly recommended!"

## ABOUT THE COURSE

CST and CSA stretch over 3 weeks and 21 hours each whereas CSM runs for 35 hours over 5 weeks. The certificates are the first steps in the progressive training roadmap for family therapy.

- 29 Trainees attended CST, 15 CSA and 4 did CSM in the year
- We hope to have our CSA May 2022 intake be the first ever face-to-face foundational certificate conducted in our premises



The CST Jan 22 batch during one of their Zoom sessions along with trainers Tony & Elijah

# POST GRADUATE CERTIFICATE IN CLINICAL & CASEWORK SUPERVISION (PGC-CCWS)

**PGC-CCWS aims to provide trainees with a strong foundation in reflexive, systemic supervision.**

The course aims to provide trainees with a strong foundation in reflexive, systemic supervision and hone their competence in utilising the Integrative Developmental Model (Stoltenberg & McNeill) and the Seven-Eyed Supervision Model (Hawkins & Shohet), together with skills from Interventive Interviewing (Tomm).

Rigour is maintained through trainees' presentation of their taped supervision sessions where feedback and co-creation of learning is generated.

In creatively adapting to the changing COVID-19 situation, a hybrid approach of on-site lectures & on-line coaching sessions was adopted for the PGC-CCWS run this year.

## Trainees Speak



### Relevance

"All the concepts that has been shared are relevant to supervision and the integration of it are helpful in my work."

"Awesome trainers, wonderful content."

### Enjoyable Lessons

"During coaching sessions, the feedback loop was very useful and feedback given can be implemented immediately."

## ABOUT THE COURSE

The course comprises 4 full-days of lectures and 6 half-days of coaching, totaling 56 hours.

- In FY21, PGC-CCWS was conducted for one batch of 12 trainees
- The course continues to attract trainees from varied settings like Family Service Centres, transitional shelters, educational institutions, medical institutions, and specialist centres



Trainer Tony during the on-site lecture, whilst observing safe-distancing measures



Trainers Jade & Tony during the Zoom coaching sessions

# POST GRADUATE CERTIFICATE IN SYSTEMIC PRACTICE WITH CHILDREN, YOUTH, AND THEIR FAMILIES [PGC-CYF]

**PGC-CYF seeks to remain relevant and rigorous in its delivery so that fellow Social Service Professionals will gain competency in working with families systemically.**

For 5 months, the class stepped into the worlds of their young clients, perceiving their worlds from systemic lens. Through presenting cases that were unique to their practice contexts, the trainees along with their clinical supervisor sparred with one another in their case conceptualisations. Through this process, their ability to engage, assess and perturb their clients with the intent to generate different possibilities to invite change in their clients' systems was sharpened.

This was also an invitation to the trainees to demonstrate CCC's value of courage as they challenged themselves to conduct conjoint family sessions. In this process of learning from one another, the trainees also demonstrated the value of humility as they received and offered feedback to each other in the spirit of learning. Reflecting on her learning, one graduate appreciated how their reflexivity was honed through questions posed during the supervision sessions. Another graduate appreciated "the intentionality in integrating the various theoretical concepts to practice" as facilitated by the supervisor.

## Trainees Speak



### *Creating Change*

" Truly enjoyed the learning. Able to see the importance of strengthening therapeutic alliance as the main tool in creating change, and all the creative ways in building that alliance as well as therapist's stance."

### *Clear Delivery*

" The concept delivery has been clear and case examples were given to illustrate the concepts."

## ABOUT THE COURSE

Anchored in systemic thinking and theories, the 80.5-hours course aims to equip trainees with the skills to hold difficult conversations with their young clients and their families.

- PGC-CYF's inaugural run was on 6th October 2021
- The run had 9 Social Service Professionals from various practice contexts who graduated with a renewed sense of confidence and competency in working with children, youth, and their families



Trainers Tony & Cheryl with the PGC-CYF batch

# CUSTOMISED TRAINING

CCC was engaged in multiple customised trainings spanning an hour to a year in the reporting period, and on the topics of systemic training, Emotional First Aid, and self-care, etc.

The table below chronicles all training/workshops CCC conducted in ascending order:

ORGANISATION	COURSE	DATE	TRAINER(S)	TRAINEES
Serangoon Moral FSC	Systemic Approaches in Working with Families	19 Apr, 17 May	Terence Tan, Ruth Chua, Steven Soh, Elijah Sim, Sharon Sng	14
Singapore Children's Society	Certificate in Foundational Systemic Thinking in Social Work & Clinical Practice (CST)	17 - 25 May	Elijah Sim, Jade Low	12
Boys' Town	Systemic Approach in working with Families	23 June - 30 Nov	Cheryl Lim, Tony Ong, Steven Soh	26
Singapore Children's Society	Certificate in Foundational Systemic Applications in Social Work & Clinical Practice (CSA)	2 - 16 July	Elijah Sim, Jade Low	12
Frasers Property Corporate Services Pte Ltd	Emotional First-Aid Skills	1 & 2 July	Terence Tan	10
Boys' Town	Systemic Approach to Supervision	9 July - 30 Sept	Foo Soo Jen	5
Fei Yue FSC	Certificate in Foundational Systemic Thinking in Social Work & Clinical Practice (CST)	9 - 23 Jul	Ruth Chua	20
Tribunal for the Maintenance of Parents & Commissioner for the Maintenance of Parents	Assessing and Referring Clients in A Manner That Optimise Given Help	19 July - 30 Aug	Tony Ong	10
Singapore Institute of Technology	Gender and Sexuality Awareness Training	19 July	Foo Soo Jen	25
Frasers Property Corporate Services Pte Ltd	Emotional First-Aid Skills	30 Jul & 6 Aug	Terence Tan	12
Fei Yue FSC	Certificate in Foundational Systemic Applications in Social Work & Clinical Practice (CSA)	13 - 27 Aug	Ruth Chua	20
Frasers Property Corporate Services Pte Ltd	Emotional First-Aid Skills	13 & 20 Aug	Terence Tan	12
Frasers Property Corporate Services Pte Ltd	Emotional First-Aid Skills	11 Oct	Terence Tan	9
Fei Yue FSC	Certificate in Foundational Casework and Clinical Supervision	16 - 30 Nov	Tony Ong	9
DSSA	Skills for Working on Anger Management, Grief and Loss	20 Jan	Ruth Chua	25
DSSA	Ethical Issues and Safe Practice in Divorce Support Work	8 Feb	Ruth Chua	25
National Gallery	Mental Health Wellness	22 Feb	Valerie Oh	26
Singapore Prison Service	Systemic and Family Perspective to Case Conceptualisation	17, 24 Feb	Ruth Chua	17

# GOVERNANCE POLICIES

## WHISTLE-BLOWING POLICY

CCC, in compliance with the Code of Governance for Charities and Institutions of Public Character, has its Whistle-Blowing Policy which provides a channel for employees and external parties to raise in good faith, any possible misconduct and wrongdoing in the business of the Society. Employees or any concerned external party may make reports to the Audit Committee, appointed by the CCC Management Committee to give oversight to the overall governance of the Society and ensure objective evidence-based investigation. Identities of the reporting person will be kept confidential to the extent permissible by law so as to protect the reporting person from any reprisal or victimization.

## RESERVES POLICY

CCC aims to maintain a reserve fund of at least 2 years of its annual operating expenses. The reserves will be set aside to provide financial stability and the means for the development of its principal activities. The Finance Committee (FC) will review the reserves that are required annually to ensure that they are adequate to fulfill its obligations. The FC will review the policy bi-annually and submit a report to the Management Committee for approval.

## CONFLICT OF INTEREST POLICY

The Management Committee (MC) and employees serving CCC shall act in the best interest of CCC. Clear policies and procedures are set and measures are taken to prevent actual, potential, or perceived conflict of interest that could affect the integrity, fairness, and accountability of CCC. The policy covers all areas of vendor management, vested interests with other organisations that have dealings or relationships with CCC, partnerships with external parties, recruitment of employees with close relationships with current MC or employee, and with related third parties. Where MC or employees have a conflict of interest, they are to declare such an interest, abstain from discussion and decision making on the matter, and shall not vote on the transaction or contract. All such discussion and evaluation by the MC or relevant approving authority in arriving at the final decision on the transaction/contract shall always be properly documented.

## LOANS

CCC does not offer or receive any loans for any purpose and to any parties.

## DONATIONS

CCC receives donations from any external party to support services to service users. CCC receives donations in the form of cash, cheque, interbank transfer, or through NVPC's Giving.sg platform. Tax-deductible receipts are issued for all donation amounts of \$10 and above where donors' particulars are available.

## OTHER POLICIES

In addition to the above, the Board has approved various policies to delineate roles and responsibilities and provide guidance to the management including:

- Programmes and Services Policy
- Finance and Investment Policy
- Human Resource Policy
- Staff Development Policy
- Retirement and Re-employment Policy
- Data Protection Policy

Policies and procedures are reviewed and updated regularly. There were no major changes and updates to the existing policies.



# The Year at a Glance

## 21-22 APR

### Working with Asian Couples by Prof. Chao Wen Tao

# 60

## PARTICIPANTS

This was an enriching experience to learn how Prof. Wen Tao assesses couple relationships while incorporating culture into the counselling process and working with couples on sex issues. The training was delivered through lively lectures, demonstration of skills in live role plays and taped sessions. Interactive breakout room sessions also provided group case discussions for participants to practice applying theories to their own clinical cases.

"I appreciate Prof Wen Tao's flexibility to do role play on the spot and it was terrific learning!"

"I am grateful for the demonstration and showing of tapes, this helps me to learn more concretely"

## 29 SEPT

### 55th Anniversary Open House

# 24

## PARTICIPANTS

24 Social Service Professionals attended our online open house! At the height of the pandemic, it was especially meaningful to find mutual support, and collaboration for training opportunities.

"Thank you CCC! I have a better idea of your courses and I am grateful to the Trainers for spending the time to explain the progression pathway with me!"

## 6-7 OCT

### Working with Violent, Suicidal & Self-Destructive Adolescents by Matthew Selekman

# 75

## PARTICIPANTS

Mr Matthew engaged the participants with lively lectures, demonstrations of his clinical skills with video-recorded family sessions, and great exchanges with participants who brought up cases for consultation. The break-out room sessions helped participants connect their learnings and share reflections. It was a treat for the participants to draw lots of practical tips and lessons from Mr Matthew's knowledge and his rich clinical experiences with children, youths, and their families.

"The workshop has added to my repertoire of skills and approaches to engage youth, and most importantly to provide a safe and trustworthy space for the youth to have a sense of control and a voice."

"The trainer provides us with a lot of tools and strategies in engaging with youths and their significant others. He is also very energetic and engaging. Matthew's passion in his work is infectious."

# 26,27 OCT; 2,3 NOV

## Supervision of Supervision by John Burnham

# 94

## PARTICIPANTS

SOS provided a space for supervisors to reflect, review, and re-vision their supervisory practice.

At this hands-on 4-day online workshop anchored by John Burnham, he skillfully demonstrated the usefulness of SOS, provided tools that are transferable, and enlarged our imagination for the future practice of SOS.

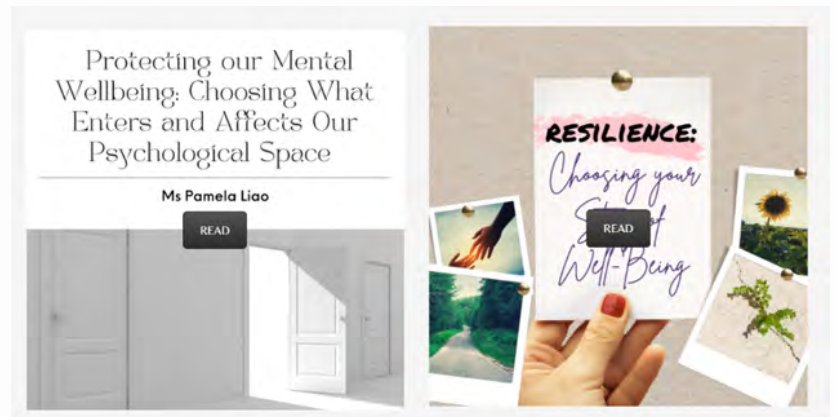
"John Burnham demonstrates the skills taught with great clarity, confidence and insight."

"Love his sense of humour and spontaneity. Thank you John for your generosity of imparting ideas and concepts!"

# JAN 22

## Starting CCC's blog

CCC is proud to launch her first blog article in Jan 2022! Through the launch of blog articles, CCC hopes to share information and knowledge on mental and emotional wellbeing. CCC also aims to raise awareness of how counselling could help to promote mental and relational wellness.



# 1-3; 10-11 MAR

## Together Alone: Systemic Therapy for Individual Clients; Anger & Boredom: Working on Unpleasant Emotions in the Counselling Session by Dr. Paolo Bertrando

# 22

## PARTICIPANTS

(1-3 march)

# 32

## PARTICIPANTS

(10-11 march)

The teaching and sharing was enlivened by Dr. Paolo's generous demonstration of clinical skills through role plays with participants who brought up cases for discussion. Participants gained deeper knowledge of systemic individual therapy and learned specific systemic techniques from the 1st workshop. From the 2nd workshop, participants learnt about anger and its determinants, a deeper understanding of boredom and its relevance in human systems to manage anger and boredom in troubled families, as well as to deal with the therapist's own anger and boredom in the session.

"Thank you so much to Dr Paolo and CCC for making this training possible."

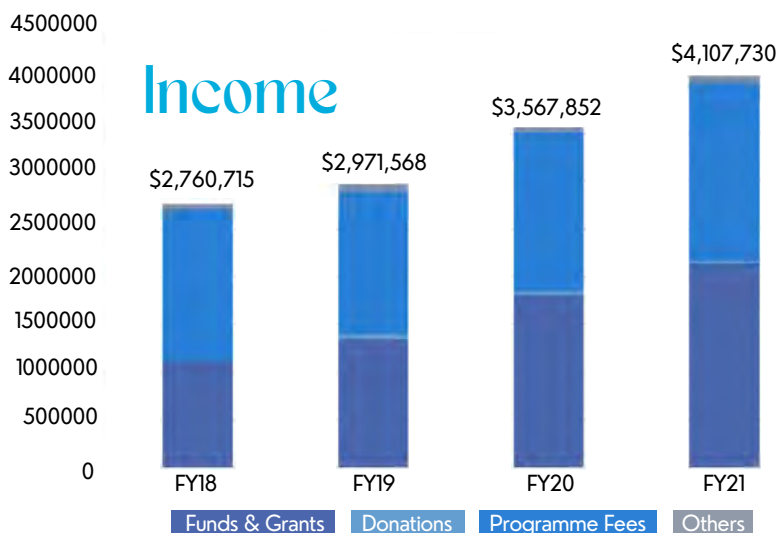
I learnt about understanding the emotion, processing the emotion and eliciting underlying emotions that may have not manifested (by Clients).



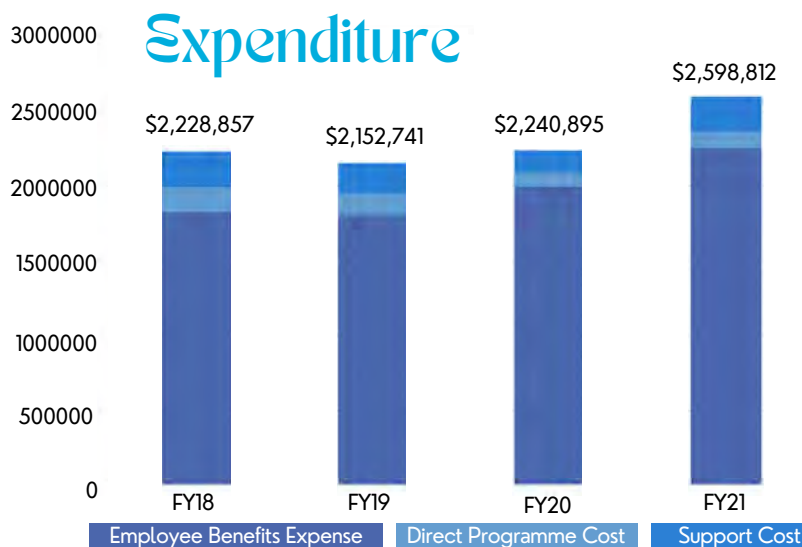


# Financial Highlights & Statement

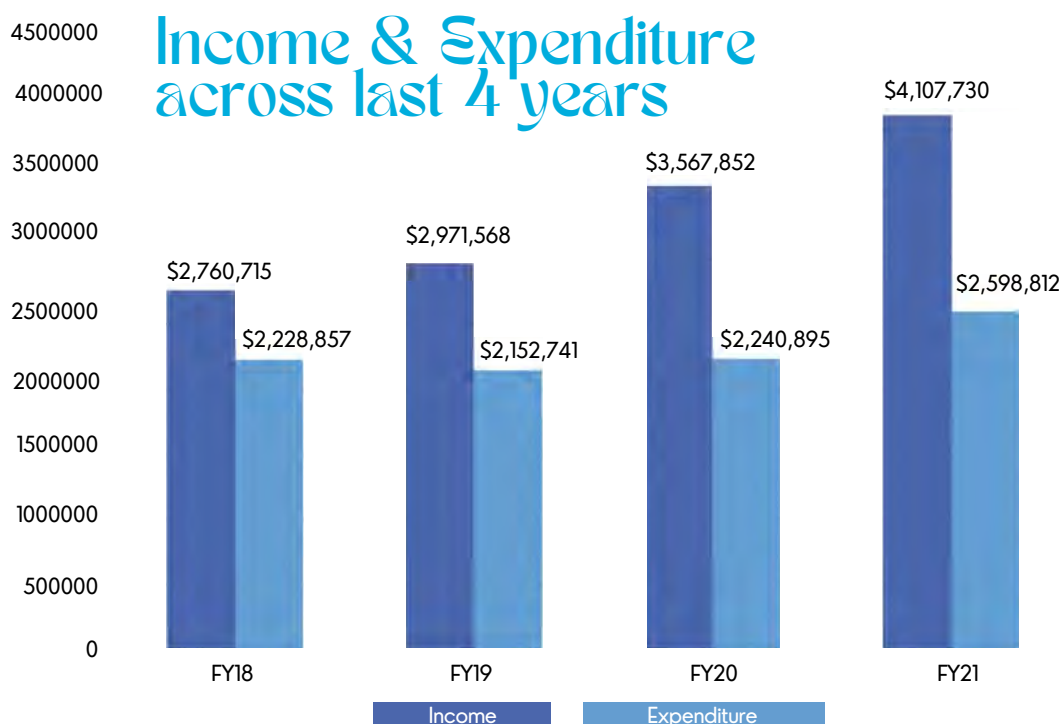
# FINANCIAL HIGHLIGHTS



Funds and grants refer to grants received from the National Council of Social Service, government subvention and subsidy from Singtel. Programme fees refer to fees collected from counselling, training, and consultation services. Others refer to receipts from membership fees, bank interests, and sale of books.



Employee Benefits expense include base salary, bonuses, employer CPF, and other staff-related benefits. Direct Programme Costs are costs attributable to generating income from all the services. These costs include rent, conservancy, utilities, transport, etc. Support Cost comprises all costs attributable to the general running of CCC. These costs include maintenance, depreciation of equipment, insurances, etc.



**COUNSELLING AND CARE CENTRE  
(REGISTERED UNDER THE SOCIETIES ACT 1966)**

**STATEMENT OF FINANCIAL POSITION AS AT 31 MARCH 2022**

	Note	2022 SGD	2021 SGD
<b>ACCUMULATED FUNDS</b>			
<u>Restricted Funds</u>			
Counselling	3	3,246,743	2,624,580
Anthony Yeo staff development fund	4	130,568	128,877
		3,377,311	2,753,457
<u>Unrestricted Funds</u>			
Consultancy and training	5	4,493,063	3,667,734
Gratuity fund	6	577,440	517,706
Fair value adjustment reserve		(28,922)	-
		5,041,581	4,185,440
		8,418,892	6,938,897
Represented by :			
<b>NON-CURRENT ASSETS</b>			
Plant and equipment	7	63,880	62,864
Intangible asset	8	61,820	57,900
Investments	9	1,103,640	690,126
Right-of-use asset	10(a)	65,684	11,463
<b>CURRENT ASSETS</b>			
Investments	9	517,878	-
Inventories	11	14,465	10,622
Fees receivable and accrued revenue	12	176,544	187,837
Other receivables, deposits and prepayments	13	18,856	37,103
Fixed deposits	14	3,562,835	3,057,547
Cash at banks and on hand	16	3,615,178	3,478,797
		7,905,756	6,771,906
Less :			
<b>CURRENT LIABILITIES</b>			
Lease liability	10(b)	2,934	11,576
Advance receipts, deposits received and accruals	15	778,954	643,786
		781,888	655,362
<b>NET CURRENT ASSETS</b>		7,123,868	6,116,544
		8,418,892	6,938,897

The accompanying notes form an integral part of the financial statements.

**DISCLOSURE OF ANNUAL REMUNERATION**

ANNUAL REMUNERATION BAND	TOP 3 HIGHEST PAID STAFF
SGD 100,000 to SGD 150,000	2
SGD 150,000 to SGD 200,000	1

**COUNSELLING AND CARE CENTRE  
(REGISTERED UNDER THE SOCIETIES ACT 1966)**

**STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 31 MARCH 2022**

	Note	Restricted Funds		Unrestricted Funds			2022	2021
		Counselling SGD	Anthony Yeo Staff Development Fund SGD	Consultancy and Training SGD	Gratuity Fund SGD	Fair Value Adjustment Reserve SGD	Total SGD	Total SGD
<b>Grants and Donations</b>								
Grant from NCSS-Comm Chest		1,218,926	-	-	-	-	1,218,926	1,343,332
Grant from NCSS-Charity Support Fund		50,000	-	-	-	-	50,000	50,000
Grant from NCSS-Invictus Fund		712,234	-	-	-	-	712,234	78,400
Grant from NCSS-Others		11,071	-	-	-	-	11,071	4,578
Grant from Government		-	-	124,589	-	-	124,589	13,128
Subsidy from Singtel		540	-	-	-	-	540	540
Tax deductible donations		-	-	17,130	-	-	17,130	13,335
Tax deductible donations - The Care Project		-	-	6,710	-	-	6,710	-
Non-tax deductible donations		-	-	286	-	-	286	30,686
		1,992,771	-	148,715	-	-	2,141,486	1,533,999
<b>Income from Programmes</b>								
Counselling fees	18	290,539	-	-	-	-	290,539	338,312
Consultancy fees		-	-	267,691	-	-	267,691	287,655
Training fees		-	-	1,019,059	-	-	1,019,059	809,937
Employee Assistance Programme fees		-	-	156,452	-	-	156,452	92,125
Mandatory Counselling fees		-	-	14,995	-	-	14,995	13,630
Non-subsidised Counselling fees		-	-	116,099	-	-	116,099	116,948
		290,539	-	1,574,296	-	-	1,864,835	1,658,607
<b>Other income</b>								
Grant income from Jobs Support Scheme		-	-	25,613	-	-	25,613	319,364
Membership fees		393	-	-	-	-	393	477
Sale of books		-	3,451	-	-	-	3,451	3,991
Interest and dividends		34,263	-	34,264	-	-	68,527	49,754
Miscellaneous income		1,821	191	1,413	-	-	3,425	1,660
		36,477	3,642	61,290	-	-	101,409	375,246
<b>TOTAL INCOME</b>		<b>2,319,787</b>	<b>3,642</b>	<b>1,784,301</b>	<b>-</b>	<b>-</b>	<b>4,107,730</b>	<b>3,567,852</b>
<b>DIRECT COSTS</b>								
Salaries	19	913,632	-	439,821	-	-	1,353,453	1,238,824
Bonus	19	235,052	-	102,698	-	-	337,750	301,781
CPF	19	176,161	-	85,863	3,944	-	265,968	237,912
Provision for employees' unutilised leave	19	3,399	-	1,572	-	-	4,971	13,754
Staff benefits	19	12,644	-	5,211	-	-	17,855	11,234
Staff training & development	19	39,551	-	16,652	-	-	56,203	48,801
Communication		11,408	-	1,857	-	-	13,265	16,682
Depreciation of right-of-use asset		7,114	-	4,349	-	-	11,463	7,642
Gratuity		-	-	-	24,582	-	24,582	20,520
Interest expense on lease liability		99	-	61	-	-	160	297
Publicity		308	-	132	-	-	440	6,238
Conservancy		368	-	224	-	-	592	562
Sabbatical expenses		2,809	-	1,204	-	-	4,013	-
Utilities		5,376	-	2,430	-	-	7,806	6,393
Training expenses		-	-	30,521	-	-	30,521	29,198
Transport		6,275	-	1,948	-	-	8,223	7,463
		1,414,196	-	694,543	28,526	-	2,137,265	1,947,301

The accompanying notes form an integral part of the financial statements.

**COUNSELLING AND CARE CENTRE  
(REGISTERED UNDER THE SOCIETIES ACT 1966)**

**STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 31 MARCH 2022 (CONTINUED)**

	Note	Restricted Funds		Unrestricted Funds			2022	2021
		Counselling SGD	Anthony Yeo Staff Development Fund SGD	Consultancy and Training SGD	Gratuity Fund SGD	Fair Value Adjustment Reserve SGD	Total SGD	Total SGD
<b>SUPPORT COSTS</b>								
Salaries	19	105,429	-	45,881	-	-	151,310	105,819
Bonus	19	27,578	-	11,818	-	-	39,396	22,131
CPF	19	12,474	-	5,331	1,276	-	19,081	11,279
Provision for employees' unutilised leave	19	842	-	360	-	-	1,202	757
Staff benefits	19	1,856	-	816	-	-	2,672	1,733
Staff training & development	19	2,142	-	1,516	-	-	3,658	1,120
Amortisation of intangible asset		15,302	-	5,778	-	-	21,080	19,200
Depreciation of plant and equipment		16,921	-	4,998	-	-	21,919	21,305
Affiliation fees		2,692	-	1,098	-	-	3,790	2,240
Bank fees		327	91	200	-	-	618	557
Communication		18	228	8	-	-	254	20
Cost of books		-	1,620	-	-	-	1,620	1,877
Gifts		-	12	-	-	-	12	753
Gratuity		-	-	-	14,812	-	14,812	-
Insurance		6,382	-	2,735	-	-	9,117	8,789
Maintenance of Centre		11,831	-	7,215	-	-	19,046	29,415
Maintenance of equipment		7,071	-	1,842	-	-	8,913	3,182
Professional fee		30,705	-	58,199	-	-	88,904	35,414
Supplies & materials		41,245	-	12,050	-	-	53,295	26,654
Transport		175	-	48	-	-	223	601
Miscellaneous expenses		438	-	188	-	-	626	748
		283,428	1,951	160,081	16,088	-	461,548	293,594
<b>TOTAL EXPENDITURE</b>		<b>1,697,624</b>	<b>1,951</b>	<b>854,624</b>	<b>44,614</b>	<b>-</b>	<b>2,598,813</b>	<b>2,240,895</b>
<b>NET SURPLUS FOR THE YEAR</b>		<b>622,163</b>	<b>1,691</b>	<b>929,677</b>	<b>(44,614)</b>	<b>-</b>	<b>1,508,917</b>	<b>1,326,957</b>
<b>OTHER COMPREHENSIVE INCOME</b>								
Items that will not be reclassified to profit or loss		-	-	-	-	-	-	-
Items that may be reclassified subsequently to profit or loss								
Fair value adjustments during the year		-	-	-	-	(28,922)	(28,922)	-
Reclassification to profit and loss		-	-	-	-	-	-	-
Other comprehensive income for the year, net of tax		-	-	-	-	(28,922)	(28,922)	-
<b>TOTAL COMPREHENSIVE INCOME FOR THE YEAR</b>		<b>622,163</b>	<b>1,691</b>	<b>929,677</b>	<b>(44,614)</b>	<b>(28,922)</b>	<b>1,479,995</b>	<b>1,326,957</b>

The accompanying notes form an integral part of the financial statements.

**COUNSELLING AND CARE CENTRE  
(REGISTERED UNDER THE SOCIETIES ACT 1966)**

**STATEMENT OF CHANGES IN ACCUMULATED FUNDS FOR THE YEAR ENDED 31 MARCH 2022**

	Note	Restricted Funds		Unrestricted Funds			Total SGD
		Counselling SGD	Anthony Yeo Staff Development Fund SGD	Consultancy and Training SGD	Gratuity Fund SGD	Fair value Adjustment Reserve SGD	
BALANCE AS AT 1 APRIL 2020		2,258,363	127,528	2,790,144	435,905	-	5,611,940
Total comprehensive income for the year		366,217	1,349	983,399	(24,008)	-	1,326,957
Transfer between funds		-	-	(105,809)	105,809	-	-
BALANCE AS AT 31 MARCH 2021		<u>2,624,580</u>	<u>128,877</u>	<u>3,667,734</u>	<u>517,706</u>	<u>-</u>	<u>6,938,897</u>
Total comprehensive income for the year		622,163	1,691	929,677	(44,614)	(28,922)	1,479,995
Transfer between funds	25	-	-	(104,348)	104,348	-	-
BALANCE AS AT 31 MARCH 2022		<u><u>3,246,743</u></u>	<u><u>130,568</u></u>	<u><u>4,493,063</u></u>	<u><u>577,440</u></u>	<u><u>(28,922)</u></u>	<u><u>8,418,892</u></u>

The accompanying notes form an integral part of the financial statements.

**COUNSELLING AND CARE CENTRE  
(REGISTERED UNDER THE SOCIETIES ACT 1966)**

**STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2022**

	Note	2022 SGD	2021 SGD
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Net surplus for the year		1,508,917	1,326,957
Adjustments for non-cash items:			
Amortisation of intangible asset		21,080	19,200
Depreciation of plant and equipment		21,919	21,305
Depreciation of right-of-use asset		11,463	7,642
Miscellaneous income		-	(59)
Interest on lease liability		160	297
Interest and dividend income		(68,527)	(36,668)
Operating cash flows before working capital changes		<u>1,495,012</u>	<u>1,338,674</u>
Working capital changes			
Inventories		(3,843)	2,630
Fees receivables		11,293	26,480
Other receivables, deposits and prepayments		11,561	(5,989)
Advance receipts, deposit received and accruals		72,418	22,970
		<u>91,429</u>	<u>46,091</u>
<b>NET CASH EFFECT OF OPERATING ACTIVITIES</b>		<u><b>1,586,441</b></u>	<u><b>1,384,765</b></u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Purchase of investments		(960,314)	(690,126)
Purchase of intangible asset		(25,000)	-
Purchase of plant and equipment		(22,935)	(36,994)
(Placement)/ Withdrawal of fixed deposit (net)		(505,288)	803,377
Repayment of lease liability		(11,736)	(7,824)
Interest and dividend income received		75,213	49,107
<b>NET CASH EFFECT OF INVESTING ACTIVITIES</b>		<u><b>(1,450,060)</b></u>	<u><b>117,540</b></u>
<b>NET CHANGE IN CASH AND CASH EQUIVALENTS</b>		<b>136,381</b>	<b>1,502,305</b>
CASH AND CASH EQUIVALENTS AS AT 1 APRIL	16	3,478,797	1,976,492
<b>CASH AND CASH EQUIVALENTS AS AT 31 MARCH</b>	16	<u><u><b>3,615,178</b></u></u>	<u><u><b>3,478,797</b></u></u>

The accompanying notes form an integral part of the financial statements.

# GOVERNANCE EVALUATION CHECKLIST

S/N	CODE GUIDELINE	CODE ID	RESPONSE (select whichever is applicable)	EXPLANATION (if Code guideline is not complied with)
<b>BOARD GOVERNANCE</b>				
1	Induction and orientation are provided to incoming governing board members upon joining the Board. Are there governing board members holding staff <sup>1</sup> appointments?	1.1.2	Complied  No	
2	Staff does not chair the Board and does not comprise more than one third of the Board.	1.1.3	NA	
3	There are written job descriptions for the staff's executive functions and operational duties, which are distinct from the staff's Board role.	1.1.5	NA	
4	The Treasurer of the charity (or any person holding an equivalent position in the charity, e.g. Finance Committee Chairman or a governing board member responsible for overseeing the finances of the charity) can only serve a maximum of 4 consecutive years. If the charity has not appointed any governing board member to oversee its finances, it will be presumed that the Chairman oversees the finances of the charity.	1.1.7	Complied	
5	All governing board members must submit themselves for re-nomination and re-appointment, at least once every 3 years.	1.1.8	Complied	
6	The Board conducts self evaluation to assess its performance and effectiveness once during its term or every 3 years, whichever is shorter. Is there any governing board member who has served for more than 10 consecutive years?	1.1.12	Complied  Yes	
7	The charity discloses in its annual report the reasons for retaining the governing board member who has served for more than 10 consecutive years.	1.1.13	Complied	
8	There are documented terms of reference for the Board and each of its committees.	1.2.1	Complied	
<b>CONFLICT OF INTEREST</b>				
9	There are documented procedures for governing board members and staff to declare actual or potential conflicts of interest to the Board at the earliest opportunity.	2.1	Complied	
10	Governing board members do not vote or participate in decision making on matters where they have a conflict of interest.	2.4	Complied	
<b>STRATEGIC PLANNING</b>				
11	The Board periodically reviews and approves the strategic plan for the charity to ensure that the charity's activities are in line with the charity's objectives.	3.2.2	Complied	
<b>HUMAN RESOURCE AND VOLUNTEER MANAGEMENT</b>				
12	The Board approves documented human resource policies for staff.	5.1	Complied	
13	There is a documented Code of Conduct for governing board members, staff and volunteers (where applicable) which is approved by the Board.	5.3	Complied	
14	There are processes for regular supervision, appraisal and professional development of staff. Are there volunteers serving in the charity?	5.5	Complied  Yes	
15	There are volunteer management policies in place for volunteers.	5.7	Yes	
<b>FINANCIAL MANAGEMENT AND INTERNAL CONTROLS</b>				
16	There is a documented policy to seek the Board's approval for any loans, donations, grants or financial assistance provided by the charity which are not part of the charity's core charitable programmes.	6.1.1	Complied	
17	The Board ensures that internal controls for financial matters in key areas are in place with documented procedures.	6.1.2	Complied	
18	The Board ensures that reviews on the charity's internal controls, processes, key programmes and events are regularly conducted.	6.1.3	Complied	



# GOVERNANCE EVALUATION CHECKLIST

S/N	CODE GUIDELINE	CODE ID	RESPONSE (select whichever is applicable)	EXPLANATION (if Code guideline is not complied with)
19	The Board ensures that there is a process to identify, and regularly monitor and review the charity's key risks.	6.1.4	Complied	
20	The Board approves an annual budget for the charity's plans and regularly monitors the charity's expenditure. Does the charity invest its reserves (e.g. in fixed deposits)?	6.2.1	Complied Yes	
21	The charity has a documented investment policy approved by the Board.	6.4.3	Complied	
<b>FUNDRAISING PRACTICES</b>				
	Did the charity receive cash donations (solicited or unsolicited) during the financial year?		Yes	
22	All collections received (solicited or unsolicited) are properly accounted for and promptly deposited by the charity. Did the charity receive donations in kind during the financial year?	7.2.2	Complied Yes	
23	All donations in kind received are properly recorded and accounted for by the charity.	7.2.3	Complied	
<b>DISCLOSURE AND TRANSPARENCY</b>				
24	The charity discloses in its annual report —(a) the number of Board meetings in the financial year; and(b) the attendance of every governing board member at those meetings. Are governing board members remunerated for their services to the Board?	8.2	Complied No	
25	No governing board member is involved in setting his own remuneration.	2.2	NA	
26	The charity discloses the exact remuneration and benefits received by each governing board member in its annual report. OR The charity discloses that no governing board member is remunerated. Does the charity employ paid staff?	8.3	Complied Yes	
27	No staff is involved in setting his own remuneration	2.2	Complied	
28	The charity discloses in its annual report — (a) the total annual remuneration for each of its 3 highest paid staff who each has received remuneration (including remuneration received from the charity's subsidiaries) exceeding \$100,000 during the financial year; and (b) whether any of the 3 highest paid staff also serves as a governing board member of the charity. The information relating to the remuneration of the staff must be presented in bands of \$100,000. OR The charity discloses that none of its paid staff receives more than \$100,000 each in annual remuneration.	8.4	Complied	
29	The charity discloses the number of paid staff who satisfies all of the following criteria: (a) the staff is a close member of the family* belonging to the Executive Head* or a governing board member of the charity; (b) the staff has received remuneration exceeding \$50,000 during the financial year. The information relating to the remuneration of the staff must be presented in bands of \$100,000 OR The charity discloses that there is no paid staff, being a close member of the family *belonging to the Executive Head* or a governing board member of the charity, who has received remuneration exceeding \$50,000 during the financial year.	8.5	Complied	
<b>PUBLIC IMAGE</b>				
30	The charity has a documented communication policy on the release of information about the charity and its activities across all media platforms.	9.2	Complied	

**Notes:**  
 1 Staff: Paid or unpaid individual who is involved in the day-to-day operations of the charity, e.g. an Executive Director or administrative personnel.  
 2 Volunteer: A person who willingly serves the charity without the expectation of any remuneration.

# CORPORATE INFORMATION OF COUNSELLING AND CARE CENTRE

## **Singapore Unique Entity Number of the Charity [UEN]**

S75SS0014F

## **Registered Address**

Blk 536 Upper Cross Street, #05-241 Hong Lim Complex, Singapore 050536

## **Approved as an Institution of a Public Character (IPC)**

### **Date of Approval:**

10 November 1995

### **IPC registration no.:**

IPC000463

### **IPC period:**

1 September 2020 - 31 August 2023

## **Banker**

DBS

## **Auditor**

Cypress Singapore PAC

## **Registered as A Charity Under the Charities Act**

### **Registration Date:**

30 November 1983

### **Charity registration no.:**

000013

## **Registered Under the Societies Act Cap. 311**

### **ROS registration no.:**

0163/1974

### **Incorporation Date:**

4 July 1975

## **CPE-Registered**

### **Registration no.:**

S75SS0014F

### **Registration Period:**

19 November 2020 - 18 November 2024

## **Edutrust Provisional Certification**

### **Period:**

24 May 2021 - 23 May 2022

### **Certificate No.:**

EDU-3-3180



## **For enquiries:**

### **Address**

Blk 536 Upper Cross Street  
#05-241 Hong Lim Complex  
Singapore - 050536

### **Email**

[reception@counsel.org.sg](mailto:reception@counsel.org.sg)

### **Website**

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### **Number**

6536 6366