

Milk

mainly i love kids

**MILK (MAINLY I LOVE KIDS) FUND
ANNUAL REPORT
2021/2022**

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1. President's Message

FY2021/2022 saw the MILK (Mainly I Love Kids) Fund work through and emerge from the SARS-CoV-2 ("COVID-19") pandemic with renewed vigour and zest. I am happy to report that we have deepened our existing programmes as well as introduced some new programmes.

Our beneficiaries remain at the core of MILK. The team continues to be sensitive to the ever-changing needs of our youth and kids. Our inclusive approach combines developing programmes that respond to dynamic needs as well as nurturing lasting relationships.

Empowering through Education

The MILK Scholarship has continued to grow to include our first programme for students from the Institute of Technical Education (ITE). The MILK ITE Scholarship alleviates financial stress, thus allowing students to progress further in their education. MILK awarded 76 scholarships within the first four months of inception and is expanding rapidly to meet the needs swiftly.

We currently have a total of 281 active scholars and bursary recipients supported by MILK. For FY2021/2022, we had a fresh batch of 16 deserving Polytechnic and University MILK Scholars. MILK is committed to journeying with our scholars. It is heartening to note that over the past two years, we have seen former MILK Scholars return and contribute to the MILK Scholars programme.

Breaking Barriers, Building Bridges

MILK increased awareness for our mental health support programme. We strengthened our partnerships with stakeholders to ensure that youth and kids can access mental health support readily and with ease. Our team has also improved accessibility by offering a simplified referral process that offers privacy for beneficiaries. For the year, 32 youth benefitted from the programme and consistently received professional psychological support.

Developing Systems for Impact

MILK has streamlined and simplified its process to ensure efficiency and avoid duplication. We have successfully launched an agile and secure online application system which both partners and prospective scholars have received well. We are now able to meaningfully utilise the collected data to gain meaningful insights that can inform new programme development. The coming year will see further growth in leveraging people-centred technological improvements.

Finally, we are deeply grateful to our generous donors, volunteers and supporters for your compassion and support. We continue to build upon our unwavering belief that no child should be left behind.

Warmest regards,



Mrs Joy Balakrishnan, President
24 August 2022

2. MILK (Mainly I Love Kids) Fund

MILK (Mainly I Love Kids) Fund (“MILK” or “MILK Fund”), a charity with IPC status, was founded in 2004. The mission of MILK is to ensure no child is left behind because of disability, illness or circumstance. MILK works towards developing children into contributing members of society. Over the years of serving the community and the needy, MILK programmes continue to plug gaps as well as focus on transforming the lives of those we help. Apart from only giving help at the time of need, we have initiated programmes to help our beneficiaries with the aim of reaching the point of being independent of support from the community.

Our Mission & Vision

MILK believes that no child should be left behind regardless of disability, illness, or circumstance. At MILK we believe that the best way to commit to our future is through our children. This is why we build-up and work with partners and programmes that develop children into contributing members of society.

MILK operates in a unique partnership Voluntary Welfare Organizations (VWOs). MILK is committed to advocate and raise funds, supporting our partners so they may best play their role of providing direct services to the children and their families. This is our mission and the way that we achieve results.

MILK focuses on plugging the gaps in the social service sector rather than duplicating what is already in existence, and this is done by an ongoing and rigorous study of the non-profit landscape and the policies in place. MILK also devotes its resources to transformational programmes that empower children and their families to break out of the poverty cycle.

Our work can be broadly described in 3 areas:

- (1) Support for education;
- (2) Special and specific needs;
- (3) Journeying with families.

Our Values

- We believe in working with committed partners to ensure that our programmes are transformational and meet needs.
- We believe that our programmes must be responsive and compassionate.
- We believe in good governance guided by transparency and integrity.

Review of financial state, explanation of major financial transactions and purposes for which the charity’s assets are held

Total income for the financial year ended 31 March 2022 of S\$481,247 consisted of donations, government grants and other income. Total expenditure of S\$928,047 was for cost of generating voluntary income and governance costs (S\$277,410) and charitable activities (S\$650,637). Net expenditure for the financial year was S\$446,800.

3. Programmes

MILK ensures that help provided is holistic and transformational to the families or community by bringing together resources and committed partners.

The MILK Scholarship and Bursary

Set up in 2010, the MILK Scholarship is aimed at empowering promising young persons who come from low-income households. It ensures that deserving youth are not denied a tertiary education because of financial hardship. We believe that through higher education, these disadvantaged youths will realise their fullest potential and break out of their poverty cycle.

Partnerships with 7 Voluntary Welfare Organisations and schools with whom we work closely, help to provide a holistic approach as well as reduce operational costs. Our partners are Bethesda Care Services, Care Corner Singapore Ltd, Kampong Kapor Family Service Centre, Lakeside Family Services, SHINE Children and Youth Services, South Central Community Family Service Centre Ltd, TRAns Family Services and St. Anthony's Canossian Secondary School. Scholarships have continued to administer together with our partners. MILK has also extended its reach by building institutional partnerships to ensure that deserving students can have access to the MILK Scholarship.

Launched in October 2021, the MILK ITE Scholarship provides financial assistance to meet the basic needs of ITE students in their academic journey, reduce their burden and stress and enable ITE students to fulfil their potential as contributing members of society through holistic development and support.

281 students were assisted by the MILK Scholarship and Bursary:

- 164 Students - MILK Bursary for St Anthony's Canossian Secondary School
- 76 Students - MILK ITE Scholarship
- 16 Students - MILK Scholarship (New Polytechnic & University)
- 24 Students - MILK Scholarship (Existing Polytechnic & University)
- 1 Student - One Off Tuition Support (Exceptional Case)

KeyStart Housing Stability and Family Partnership Programme

Between 2015 and 2017, MILK, in partnership with South Central Community Family Service Centre (SCC FSC), initiated the Keystart Housing Stability and Family Partnership Programme to help low-income families with young children out of poverty.

It is a comprehensive assistance scheme for low-income families with young children. Beneficiaries are families in public rental flats who will benefit from home ownership and families who are at risk of losing their homes due to crisis. The purpose of this programme is to give hope, provide an enabling environment for them to improve their lives and, in particular, that of their children. The stability of having a home of their own away from the delinquent subculture has been shown to have numerous positive effects on young children who then go on to perform better academically and socially. The programme includes financial assistance, financial literacy coaching and family partners (volunteers from the community) - who seek to befriend, support, motivate and create opportunities that enable financial self-sufficiency and other transformative outcomes.

14 families received financial assistance in the year.

Make A Difference (MAD) Programme and Scholar Engagement

In April 2021, MILK held a MILK Mentoring training with the support of volunteers. The objective of the session was to help our core Mentors develop listening skills toward our MILK Mentees; there was a code of ethics and role-play during the workshop.

In December 2021, with the easing of COVID-19 measures, we were able to hold the Make A Difference (MAD) Community Celebration. The programme brought together scholars for an inspiring documentary screening of SCRUM, followed by a surprise Zoom dialogue with the Director and the main feature of the film, who joined the

session from the USA. In the post event survey, 100% of the scholars strongly agreed that they had a meaningful time during the MAD Session.

14 Scholars benefitted from the Make A Difference (MAD) Programme.

MILK-CCC Young Minds Support Programme

In 2021, MILK partnered with Counselling and Care Centre (CCC) on a pilot programme to provide children and youth from needy families full access to high-quality counselling support to help them tackle their mental health challenges. With a focus on family therapy, CCC is best placed to effectively help these beneficiaries by working with their families to build them from their innermost support network.

A total of 32 students benefitted from this programme in the year.

4. People for MILK (Mainly I Love Kids) Fund

MILK (Mainly I Love Kids) Fund depends on a special group of passionate volunteers who are dedicated to the cause of serving disadvantaged children and they receive no monetary remuneration for their contributions. As at the end of the financial year 2021/2022, there were three staff assisting in the daily operations.

Members of MILK (Mainly I Love Kids) Fund:

1. Dr Sheryn Mah
2. Mrs Joy Balakrishnan
3. Mr Stanley Tan
4. Mr Chua Kee Lock
5. Mr Low Seow Juan
6. Mrs Laura Poh
7. Ms Janet Lyn Yoke Chin
8. Mr Lee Lung Nien
9. Mr Tan Wah Yeow
10. Mr Douglas Foo
11. Mr David Lim
12. Ms Woo Shea Leen
13. Mrs Deborah Ong
14. Mr Wendell Wong
15. Mr Mah Bow Tan (since 28 February 2022)
16. Ms Natalie Balakrishnan (since 5 July 2022)
17. Mr Warren Mah (since 5 July 2022)
18. Mr Kishin RK (since 5 July 2022)

Honorary Adviser:

Dr Sheryn Mah (since 2015), a founding member of MILK (previously President 2004 – 2015)

Trustees:

Dr Sheryn Mah and Ms Janet Lyn Yoke Chin

Executive Committee (Ex-Co) / the Board:

Mrs Joy Balakrishnan (since 2004), a founding member of MILK, previously Honorary Secretary 2004 – 2015

Mrs Deborah Ong (since 2019)

Ms Janet Lyn Yoke Chin (since 2006)

Mr Tan Wah Yeow (since 2008)

Ms Woo Shea Leen (since 2018)

Background Information, Operating Model and Profiles of Membership and Executive Committee Members

MILK (Mainly I Love Kids) Fund is a volunteer driven organisation with an active Executive Committee that provides support for programmes, in addition to oversight and strategy.

MILK believes that no child should be left behind regardless of disability, illness, or circumstance. That is why we build up and work with partners and programmes that develop children into contributing members of society. MILK's operating model is to advocate and raise funds to support our partners so that they may best play their role of providing direct services to the children and their families.

As a result of this operating model, MILK can afford to have a small and stable membership base, with members admitted based on their passion for, and ability to serve, the cause. Since our formation, the total number of members at any point in time has not exceeded 18 members. Our current membership comprises 18 members.

Due to the small and stable membership base, of the 18 current members, 10 have been members for 10 years and more.

From these 18 current members, there are 5 members, who are able and willing to devote considerably more time to the cause, that have stepped forward as Executive Committee members.

They are: Mrs Joy Balakrishnan (President); Mrs Deborah Ong (Vice President); Ms Janet Lyn Yoke Chin (Honorary Secretary); Ms Woo Shea Leen (Honorary Treasurer); and Mr Tan Wah Yeow (Executive Committee Member).

Apart from Mrs Deborah Ong and Ms Woo Shea Leen, the remaining 3 Executive Committee members have served more than 10 years on the Executive Committee.

While MILK strongly believes in Executive Committee renewal, the operating model and small and stable membership base of MILK as well as the level of time commitment needed to be given by Executive Committee members, the pace of renewal will be measured and gradual. However, the search for new Executive Committee members is ever on-going and whenever a right candidate comes to the fore, MILK will endeavor to bring in the candidate and renew the Executive Committee.

MILK Office Bearers:

President

2015 - current: Mrs Joy Balakrishnan, a full time volunteer

Vice President

2019 - current: Mrs Deborah Ong, a full time volunteer

Honorary Secretary

2015 - current: Ms Janet Lyn Yoke Chin, a fellow of Institute of Singapore Chartered Accountants

Honorary Treasurer

2018 - current: Ms Woo Shea Leen, a Public Accountant

MILK Executive Committee Meetings in the financial year ended 31 March 2022:

	Held	Attendance
Mrs Joy Balakrishnan	2	2
Mrs Deborah Ong	2	2
Ms Janet Lyn Yoke Chin	2	2
Ms Woo Shea Leen	2	2
Mr Tan Wah Yeow	2	1

Executive Director:

Mr Matthias Ong (26 February 2020 – 6 February 2022)

5. Statutory Information

MILK (Mainly I Love Kids) Fund was set up as a society on 24 June 2004. It was registered as a charity under the Charities Act on 6 July 2004.

UEN.
T04SS0150L

Registry of Societies (ROS) registration number
ROS 187/2004 WEL

Charity registration number
1793

Governing instrument
Constitution

Institution of a Public Character (IPC) status
1 August 2004 – 31 December 2023

Registered and principal place of office
1 Lorong 2 Toa Payoh, #07-00 Braddell House, Singapore 319637

A member of
National Council of Social Service

Bankers
Standard Chartered Bank (Singapore) Limited CIMB Bank Berhad, Singapore Branch Oversea-Chinese Banking Corporation Limited DBS Bank Ltd

Independent auditor
Nexia TS Public Accounting Corporation

Committees														
<ol style="list-style-type: none"> 1. Audit Committee <table> <tr> <td>Chairman</td> <td>Ms Janet Lyn Yoke Chin</td> </tr> <tr> <td>Member</td> <td>Mr Tan Wah Yeow</td> </tr> </table> 2. Programme and Service Committee <table> <tr> <td>Chairman</td> <td>Mr Tan Wah Yeow</td> </tr> <tr> <td>Members</td> <td>Mr Stanley Tan</td> </tr> <tr> <td></td> <td>Mrs Laura Poh</td> </tr> <tr> <td></td> <td>Ms Woo Shea Leen</td> </tr> <tr> <td></td> <td>Mr David Lim</td> </tr> </table> 	Chairman	Ms Janet Lyn Yoke Chin	Member	Mr Tan Wah Yeow	Chairman	Mr Tan Wah Yeow	Members	Mr Stanley Tan		Mrs Laura Poh		Ms Woo Shea Leen		Mr David Lim
Chairman	Ms Janet Lyn Yoke Chin													
Member	Mr Tan Wah Yeow													
Chairman	Mr Tan Wah Yeow													
Members	Mr Stanley Tan													
	Mrs Laura Poh													
	Ms Woo Shea Leen													
	Mr David Lim													

3. Fund Raising Committee

Chairman	Mr David Lim
Members	Mrs Joy Balakrishnan Ms Natalie Balakrishnan Mr Kishin RK

4. Finance Committee

Chairman	Ms Woo Shea Leen
Members	Mr Stanley Lim Mr Warren Mah

Governance Policies**Board governance**

1. The Board / Executive Committee (Ex-Co) oversees MILK's affairs. Key matters for the Ex-Co include:
 - a. approving broad policies, determining strategies and programme objectives of MILK
 - b. accountability for the management of donations
 - c. approving and monitoring annual budgets
2. The Ex-Co meets at least twice a year and other deliberations/decisions are made via electronic methods.

Ex-Co composition

1. The Ex-Co comprises of 5 members, all of whom are independent.
2. Each member has been appointed on the strength of his/her calibre, experience and potential to contribute.
3. The Honorary Treasurer may be re-elected to the same post for a consecutive term of office and, not withstanding such consecutive appointments, cannot serve for a continuous period of more than 4 years.

Fund raising

1. The donations received are used in accordance with MILK's regulations and guidelines, unless stated for specific programmes.
2. We believe in keeping fund raising costs to the minimum so that the donations may go directly to the children and the programmes that support them.

Finance and audit

1. The finance and audit processes are closely monitored by the Ex-Co for adequacy of internal controls.
2. Financial statements shall be disclosed to the public and other stakeholders via the annual report or the website.

Conflict of interest and related party transactions

1. MILK has a conflict of interest or related party transaction disclosure process.
2. The concerned parties should declare and abstain from voting in any decisions involving related parties or potential conflict of interest.
3. The Ex-Co must be informed of all related party transactions and disclosure made in the annual report.
4. No appointment of paid staff with close relationship (i.e. those who are more than acquaintances) with current Ex-Co members shall be made unless with the unanimous approval of all Ex-Co members who do not have any conflict of interest.

Disclosure and transparency

1. Annual reports are prepared which include up-to-date information on MILK's programmes, activities and finances.
2. Audited financial statements and the annual reports are available at MILK's website for donors and other stakeholders.
3. Details of donations in kind, sponsored expenses and related party transactions would be disclosed in the audited financial statements and made available at MILK's website.

Programme objectives and principles

1. Vision: No child capable of developing into a contributing member of society will be marginalised because of disability, illness, poverty or social circumstance.
2. Mission: MILK reaches out to disadvantaged children and youth who fall through the cracks by focusing on advocacy, fund raising and working with our partners to implement programmes.
3. Principles:
 - We believe in working with committed partners to ensure that our programmes are transformational and meet needs that "fall through the cracks".
 - We believe that our programmes must be responsive and compassionate.
 - We believe in good governance guided by transparency and integrity.

6. Acknowledgements

We are thankful to each and every donor/supporter, whose contributions go a long way in helping the disadvantaged children. Some of the organisations and individuals are:

Acadian Asset Management (S) Pte Ltd

Boehringer Ingelheim Singapore Pte Ltd

Chew How Teck Foundation

Mr Chua Kee Lock and family

Exyte Singapore Pte Ltd

Ms Michelle Liem Mei Fung

Mr Nigel Wong Hai Tor

Mr Wong Hin Pkin Wendell

There are many other donors whose contributions have gone a long way in helping the disadvantaged children that we support. We are unable to mention all of them in this space, but we convey our heartfelt thanks and gratitude for your faith in our work.

7. Charity Council – Governance Evaluation Checklist FY2021/2022

This is the Enhanced checklist for large charities with gross annual receipts or total expenditure of \$10 million or more and IPCs with gross annual receipts or total expenditure from \$500,000 to less than \$10 million.

S/N	Code guideline	Code ID	Response (select whichever is applicable)
	Board Governance		
1	Induction and orientation are provided to incoming governing board members upon joining the Board.	1.1.2	Complied
	Are there governing board members holding staff appointments? (skip items 2 and 3 if “No”)		No
2	Staff does not chair the Board and does not comprise more than one third of the Board.	1.1.3	NA
3	There are written job descriptions for the staff’s executive functions and operational duties, which are distinct from the staff’s Board role.	1.1.5	NA
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.	1.1.12	Complied
	Is there any governing board member who has served for more than 10 consecutive years? (skip item 7 if “No”)		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
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
	Strategic Planning		
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

S/N	Code guideline	Code ID	Response (select whichever is applicable)
	Human Resource and Volunteer Management		
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.	5.5	Complied
	Are there volunteers serving in the charity? (skip item 15 if “No”)		Yes
15	There are volunteer management policies in place for volunteers.	5.7	Complied
	Financial Management and Internal Controls		
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
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.	6.2.1	Complied
	Does the charity invest its reserves (e.g. in fixed deposits)? (skip item 21 if “No”)		Yes
21	The charity has a documented investment policy approved by the Board.	6.4.3	Complied
	Fundraising Practices		
	Did the charity receive cash donations (solicited or unsolicited) during the financial year? (skip item 22 if “No”)		No
22	All collections received (solicited or unsolicited) are properly accounted for and promptly deposited by the charity.	7.2.2	NA
	Did the charity receive donations in kind during the financial year? (skip item 23 if “No”)		Yes
23	All donations in kind received are properly recorded and accounted for by the charity.	7.2.3	Complied
	Disclosure and Transparency		
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.	8.2	Complied
	Are governing board members remunerated for their services to the Board? (skip items 25 and 26 if “No”)		No

S/N	Code guideline	Code ID	Response (select whichever is applicable)
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. <u>OR</u> The charity discloses that no governing board member is remunerated.	8.3	Complied
	Does the charity employ paid staff? (skip items 27, 28 and 29 if “No”)		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. <u>OR</u> 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. <u>OR</u> 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
	Public Image		
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