

Milk

mainly i love kids

**MILK (MAINLY I LOVE KIDS) FUND
ANNUAL REPORT
2018/2019**

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1. President's Message

Greetings from MILK!

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.

MILK is unique. We work in partnership with 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.

Highlights of our programmes this year:

274 students were supported by the MILK Scholarship and Bursary, 88 families helped by the Crisis Assistance Fund and 8 families assisted by the Keystart Housing Stability Programme.

Our special event, the MILK Dinner was held this year. Apart from raising funds, it was an opportunity to present MILK's current programmes and for us to catch-up with our donors.

We had a great year and our grateful thanks to all our partners, donors and volunteers for supporting us always.

Thank you.

Yours sincerely,



Mrs Joy Balakrishnan, President

6 September 2019

2. MILK (Mainly I Love Kids) Fund

MILK (Mainly I Love Kids) Fund (“MILK”), 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 2019 of S\$1,700,928 consisted mainly of donations and other income. Total expenditure of S\$580,131 was for charitable activities (S\$385,411), fundraising expenses (S\$62,147) and governance costs (S\$132,573). Net income for the financial year was S\$1,120,797.

MILK’s non-current asset held for sale, a property located at 1 Kaki Bukit Road 1, #02-10 Enterprise One, Singapore 415934 was sold to a non-related party and the transaction was completed on 16 May 2018.

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, 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 and TRANs Family Services, Assumption Pathway School and St Anthony's Canossian Secondary School.

274 students were assisted by the MILK Scholarship and Bursary.

In addition, MILK provided a one-off support towards Bursary and Book Grants programmes run by Industrial & Services Co-operative Society Ltd. The programmes provide bursaries and grants to children of offenders and ex-offenders studying in primary school, secondary school, Polytechnic and Institute of Technical Education (ITE).

KeyStart Housing Stability and Family Partnerships

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 home 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.

8 families received financial assistance and 21 families benefitted from the financial literacy programme. There were 167 family partners matched to 131 family beneficiaries in SCC FSC.

Crisis Assistance Fund

In 2017 MILK with New Life Community Services piloted MILK-New Life Support Fund, a financial assistance programme for low-income families in crisis brought about by sudden death, illness or accident in the family. The fund provides interim funding to prevent these families from spiralling into financial difficulties and debt until they can access mainstream funds that are available. 88 families received financial assistance.

4. MILK Events

MILK Giving Week 2018

Taking a part in the Giving Week 2018, MILK organised a donation drive on 30 November 2018. The event took place at South Central Community Family Service Centre. 25 MILK volunteers wrapped foodstuff and other daily necessities they had purchased into gift hampers and hand-delivered the hampers along with a hand-written note to 24 families living in rental flats around the vicinity. The activity allowed volunteers and beneficiaries from different walks of life to mingle and interact, as well as, provided a meaningful and fun way for all volunteers to give back.

MILK Dinner 2019

MILK Dinner 2019 was held on 29 March 2019 at the Shangri-La Hotel Singapore. Apart from raising funds, it was an opportunity to present MILK's current programmes and for us to catch-up with our donors. It was an enjoyable evening made possible with the help of our sponsors and volunteers.

5. 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 2018/2019, 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 (since 6 September 2018)
13. Mrs Deborah Ong (since 27 August 2019)
14. Mr Yeo Cheng Boon (until 1 October 2018)

Hon. 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)

Mr Stanley Tan (since 2004), a founding member of MILK

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 (“MILK”) 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 16 members. Our current membership comprises 13 members.

Due to the small and stable membership base, of the 13 current members, 10 have been members for 10 years and more.

From these 13 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); Mr Stanley Tan (Vice President); Ms Janet Lyn (Honorary Secretary); Ms Woo Shea Leen (Honorary Treasurer); and Mr Tan Wah Yeow (Executive Committee Member).

Apart from Ms Woo Shea Leen, the remaining 4 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

2004 - current : Mr Stanley Tan, a businessman

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 fellow of Institute of Singapore Chartered Accountants

MILK Executive Committee Meetings in financial year 2018/2019

The Executive Committee held 4 meetings in the financial year. Attendance is reported as follows:

Executive Committee Member:	Attendance			
	1st meeting 5 Jul 2018	2nd meeting 20 Sep 2018	3rd meeting 7 Jan 2019	4th meeting 6 Mar 2019
Mrs Joy Balakrishnan	√	√	√	√
Mr Stanley Tan	√	√	√	√
Ms Janet Lyn Yoke Chin	Absent with apologies	√	√	√
Ms Woo Shea Leen	N.A. (Term of office wef. 20 Sep 2018)	√	√	Absent with apologies
Mr Tan Wah Yeow	Absent with apologies	√	√	√

6. 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 - 30 June 2021

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

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

Independent auditor

Nexia TS Public Accounting Corporation

Committees**1. Audit Committee**

Chairman Ms Janet Lyn Yoke Chin
 Member Mr Tan Wah Yeow

2. Programme and Service Committee

Chairman Mr Stanley Tan
 Members Mrs Joy Balakrishnan
 Mrs Laura Poh

3. Fund Raising Committee

Chairman Mr David Lim
 Members Mrs Joy Balakrishnan
 Mr Stanley Tan
 Ms Natalie Balakrishnan
 Mr Kishin R K

4. Finance Committee

Chairman Ms Woo Shea Leen
 Member 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:
 - o We believe in working with committed partners to ensure that our programmes are transformational and meet needs that “fall through the cracks”.
 - o We believe that our programmes must be responsive and compassionate.
 - o We believe in good governance guided by transparency and integrity.

7. 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
Bonvests Holdings Limited
Chew How Teck Foundation
Mr Chua Kee Lock
Exyte Singapore Pte Ltd
Fraser and Neave, Limited
GRAB
GYP Properties Limited
KHL Printing Co Pte Ltd
Ms Loo Tze Lui
Dr Melanie Chew
Mr Nigel Wong Hai Tor
nTan Corporate Advisory Pte Ltd
Nuri Holdings (S) Pte Ltd
Mr Ong Boon Kher
Mr Peter Voser
Shangri-La Hotel, Singapore
Steinway Gallery Singapore
YTL Hotels

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.

8. Charity Council – Governance Evaluation Checklist FY2018/2019

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/No.	Code guideline	Code ID	Response	Explanation
BOARD GOVERNANCE				
1	Induction and orientation are provided to incoming governing board members upon joining the Board.	1.1.2	Complied	
2	Are there governing board members holding staff* appointments? Remarks: (skip items 3 and 4 if “No”)		No	
3	Staff does not chair the Board and does not comprise more than one third of the Board.	1.1.3	NA.	
4	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.	
5	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	
6	All governing board members must submit themselves for re-nomination and re-appointment, at least once every 3 years.	1.1.8	Complied	
7	The Board conducts self evaluation to assess its performance and effectiveness once during its term or every 3 years, whichever is shorter.	1.1.1 2	Complied	
8	Is there any governing board member who has served for more than 10 consecutive years?		Yes	
9	The charity discloses in its annual report the reasons for retaining the governing board member who has served for more than 10 consecutive years.	1.1.1 3	Complied	
10	There are documented terms of reference for the Board and each of its committees.	1.2.1	Complied	

S/No.	Code guideline	Code ID	Response	Explanation
CONFLICT OF INTEREST				
11	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	
12	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				
13	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	
HUMAN RESOURCE AND VOLUNTEER* MANAGEMENT				
14	The Board approves documented human resource policies for staff.	5.1	Complied	
15	There is a documented Code of Conduct for governing board members, staff and volunteers (where applicable) which is approved by the Board.	5.3	Not Complied	In the process of finalisation
16	There are processes for regular supervision, appraisal and professional development of staff.	5.5	Complied	
17	Are there volunteers serving in the charity?		Yes	
18	There are volunteer management policies in place for volunteers.	5.7	Complied	
FINANCIAL MANAGEMENT AND INTERNAL CONTROLS				
19	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	
20	The Board ensures that internal controls for financial matters in key areas are in place with documented procedures.	6.1.2	Complied	

S/No.	Code guideline	Code ID	Response	Explanation
21	The Board ensures that reviews on the charity's internal controls, processes, key programmes and events are regularly conducted.	6.1.3	Complied	
22	The Board ensures that there is a process to identify, and regularly monitor and review the charity's key risks.	6.1.4	Complied	
23	The Board approves an annual budget for the charity's plans and regularly monitors the charity's expenditure.	6.2.1	Complied	
24	Does the charity invest its reserves (e.g. in fixed deposits)?		Yes	
25	The charity has a documented investment policy approved by the Board.	6.4.3	Complied	
FUNDRAISING PRACTICES				
26	Did the charity receive cash donations (solicited or unsolicited) during the financial year?		Yes	
27	All collections received (solicited or unsolicited) are properly accounted for and promptly deposited by the charity.	7.2.2	Complied	
28	Did the charity receive donations in kind during the financial year?		Yes	
29	All donations in kind received are properly recorded and accounted for by the charity.	7.2.3	Complied	
DISCLOSURE AND TRANSPARENCY				
30	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	
31	Are governing board members remunerated for their services to the Board? Remarks: (skip item 32 and 33 if "No")		No	
32	No governing board member is involved in setting his own remuneration.	2.2	NA.	

S/No.	Code guideline	Code ID	Response	Explanation
33	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.	8.3	NA.	
34	Does the charity employ paid staff?		Yes	
35	No staff is involved in setting his own remuneration.	2.2	Complied	
36	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	
37	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	
PUBLIC IMAGE				
38	The charity has a documented communication policy on the release of information about the charity and its activities across all media platforms.	9.2	Not Complied	In the process of finalisation