



HIGHLIGHTS & ACHIEVEMENTS

SOCIAL SERVICE DEVELOPMENT

OBJECTIVE	SUMMARY OF ACHIEVEMENTS FOR FINANCIAL YEAR 2006/2007
Ensure that critical service needs are met	<p>Implemented 10 new services. These include:</p> <ul style="list-style-type: none"> • Asian Women's Welfare Association (AWWA) Centre for Caregivers • Movement for the Intellectually Disabled of Singapore (MINDS) Children's Wing <p>Assessed and approved \$53.6 million for 282 programmes for funding by Community Chest and Singapore Totalisator Board Social Service Fund; and nine pilot programmes under the VWO Capability Fund (VCF).</p>
Enhance service delivery of VWOs	<p>Implemented outcome-oriented contract framework.</p> <p>Conducted 95 on-site assessments.</p> <p>Published five specialisation/service standards guides. Among them:</p> <ul style="list-style-type: none"> • Best practice guides for therapy services in the Early Intervention Programme for Infants and Children (EIPIC) • Documentation & Record Keeping - A Guide for Service Providers

COMMUNITY PARTNERSHIPS

OBJECTIVE	SUMMARY OF ACHIEVEMENTS FOR FINANCIAL YEAR 2006/2007
Raise adequate funds for approved programmes under NCSS	<p>Community Chest achieved its fund-raising target of \$47 million.</p> <p>Partnered three grantmakers including the Lee Wee Kheng Trust Fund, to reach out to the needy in the social service sector.</p> <p>Developed Standard Operating Procedure for emergency. A trial collection run was conducted on 14 February 2007.</p>
Encourage public participation	<p>Organised the 'Youths Embrace Social Services!' competition which received 50 submissions.</p>

VWO CAPABILITY BUILDING

OBJECTIVE	SUMMARY OF ACHIEVEMENTS FOR FINANCIAL YEAR 2006/2007
Enhance training and development of VWO boards, staff and volunteers	<p>Achieved 6,320 training places with 95 per cent of participants who agreed that course objectives were met and 29 per cent of participants who agreed that courses have overall exceeded expectations.</p> <p>Completed the leadership competency and development framework. The framework will be implemented in Financial Year 2007/2008.</p> <p>Drawn up competency maps for EIPIC Therapists (Occupational Therapists, Physiotherapists & Speech Therapists), Therapy Aides, Teachers & Teacher Aides.</p>
Enhance management efficiency of VWOs	<p>Completed 12 board governance consultancy projects to help VWOs to adopt and apply recommended board governance principles and practices.</p> <p>Held the NCSS Members Conference themed 'Taking Resources for Granted?', in October 2006.</p> <p>Held two LeadersXchange sessions. Topics discussed were 'Leadership and High Performance Teams' and 'The Big Impact of Small Human Capital Ideas'.</p>

CORPORATE COMMUNICATIONS & DEVELOPMENT

OBJECTIVE	SUMMARY OF ACHIEVEMENTS FOR FINANCIAL YEAR 2006/2007
Enhance NCSS organisational excellence	<p>Developed strategic planning process together with the Business Model and Value Propositions.</p> <p>Developed a three-year development plan based on the SQC framework.</p>