

COMMUNITY CARE ENDOWMENT FUND

Annual Report for Financial Year 2019

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OVERVIEW

The Government has strengthened its social safety net over the last decade by investing heavily in education, healthcare, housing, employment and retirement adequacy for Singaporeans. During COVID-19, the Government introduced many additional support schemes to further strengthen the social safety net during this extraordinary time. There are broad-based schemes and subsidies that benefit many, while a network of government and community agencies provides targeted assistance for low-income and vulnerable groups who need additional help. Within these multiple layers of assistance, the Community Care Endowment Fund ("ComCare Fund") continues to play a critical role in supporting low-income households with their living expenses.

OVERVIEW | COMCARE FUND

The ComCare Fund was launched by Prime Minister Lee Hsien Loong on 28 June 2005 as a sustainable source of funds to provide social assistance to low-income Singaporeans. The interest income generated from the ComCare Fund is used to fund ComCare programmes.

Established under the Community Care Endowment Fund Act, the ComCare Fund has the following objectives:

- a. To provide assistance to Singapore citizens and permanent residents, and their family members living in Singapore who are in financial or other difficulties, to enable them to:
 - i. Attain sufficient income to meet their basic needs;
 - ii. Address the development issues faced by their children;
 - iii. Facilitate their integration into society; and
- b. To develop programmes to enhance the capacity of the community to undertake the three objectives mentioned above.

The ComCare Fund started with an initial capital of \$250 million from the government. Since then, the government has made periodic top-ups to the Fund. The fund now stands at \$1.9 billion.

During Financial Year 2019, about \$151 million was disbursed under the various ComCare programmes. \$69 million was funded by the ComCare Fund's interest income. The remainder was covered by the budget of the Ministry of Social and Family Development.

OVERVIEW | COMCARE ASSISTANCE

COMCARE SHORT-TO-MEDIUM-TERM ASSISTANCE

 To support low-income and vulnerable individuals and families who may be looking for work; are temporarily unable to work (e.g. due to illness, caregiving responsibilities); or are earning a low income and require financial assistance

COMCARE LONG-TERM ASSISTANCE

 To help those who are permanently unable to work and with little or no family support

COMCARE STUDENT CARE FEE ASSISTANCE

 To provide developmental support through student care fee assistance for children from lower-income families

COMCARE INTERIM ASSISTANCE

 To enable various community touch points (namely Social Service Offices (SSOs), Family Service Centres (FSCs), Grassroots Organisations and the Community Justice Centre) to provide quick financial assistance to families with urgent needs

COMCARE ASSISTANCE

COMCARE SHORT-TO-MEDIUM-TERM ASSISTANCE

ComCare Short-to-Medium-Term Assistance supports low-income and vulnerable individuals and families who may be looking for work; are temporarily unable to work (e.g. due to illness, caregiving responsibilities); or are earning a low income and require financial assistance. Beneficiaries may receive monthly cash assistance for their daily living expenses, assistance with their household bills (e.g. public rental, utilities, and service & conservancy charges), assistance with medical expenses, employment assistance, and referrals to relevant agencies or community organisations for other forms of support. Social Service Office (SSO) staff may work with the individual and/or family to develop an action plan to improve their financial circumstances.

- **28,807 unique households** assisted with ComCare Short-to-Medium-Term Assistance in FY2019
- **64,380 unique individuals** assisted with ComCare Short-to-Medium-Term Assistance in FY2019
- **\$102.93 million** disbursed in FY2019

COMCARE LONG-TERM ASSISTANCE

ComCare Long-Term Assistance supports individuals who are permanently unable to work due to old age, illness or disability, have limited or no means of income, and have little or no family support. Beneficiaries receive cash assistance for their daily living expenses, support for medical expenses at polyclinics and government/restructured hospitals, as well as additional assistance for medical consumables and other essential items if needed. They may also be linked up with community-based agencies for other assistance or services, such as home help, befriending, and access to Senior Activity Centres to support their living in the community.

- 4,156 unique households assisted with ComCare Long-Term Assistance in FY2019
- 4,373 unique individuals assisted with ComCare Long-Term Assistance in FY2019
- \$25.90 million disbursed in FY2019

COMCARE STUDENT CARE FEE ASSISTANCE

ComCare Student Care Fee Assistance provides monthly fee assistance for children aged between 7 and 14 years from lower income families to attend Student Care Centres (SCCs) while their parents are at work. This fee assistance is also available to special needs students attending Special SCCs.

- **7,700 unique households** assisted with ComCare Student Care Fee Assistance in FY2019
- 9,621 unique children assisted with ComCare Student Care Fee Assistance in FY2019
- \$20.84 million disbursed in FY2019

COMCARE INTERIM ASSISTANCE

ComCare Interim Assistance schemes are administered by SSOs and community partners to provide immediate financial assistance to individuals and families who require urgent and temporary financial relief. The community touch-points administering ComCare Interim Assistance are: the Citizens' Consultative Committees (Grassroots), the Family Service Centres, and the Community Justice Centre. The type and amount of assistance rendered depend on the needs and circumstances of each resident, and may be in the form of cash or supermarket vouchers.

- Citizens' Consultative Committee ComCare Fund (CCF)
 - o 4,098 individuals assisted with CCF in FY2019
 - o \$1.42 million disbursed in FY2019
- Family Service Centre ComCare Fund (FCF)
 - o 2,202 individuals assisted with FCF in FY2019
 - o \$256,378 disbursed in FY2019
- Interim Assistance Fund (IAF)
 - o **1,728 individuals** assisted with IAF in FY2019
 - \$68,215 disbursed in FY2019
- Community Justice Centre ComCare Fund (CJCCF)
 - o **45 individuals** assisted with CJCCF in FY2019
 - o \$6,850 disbursed in FY2019

In all, there were **7,705** unique individuals assisted through ComCare Interim Assistance schemes in FY2019 with a total disbursement of **\$1.75** million.

COMCARE CALL

ComCare Call (1800-222-0000) is a toll-free service which persons in need can contact, so that they can be referred to appropriate social assistance. This helpline automatically redirects calls for financial assistance to the nearest Social Service Office (SSO) based on the postal code entered by the caller. This allows callers to get help closer to where they live or work. Alternatively, callers can choose to speak to customer service executives who are conversant in the four main languages as well as common Chinese dialects. In FY2019, ComCare Call attended to 38,999 calls.

CONCLUDING REMARKS

Since the launch of ComCare in 2005, the schemes have been reviewed and enhanced regularly to ensure that those who face financial difficulties receive the help they need. From 1 July 2019, MSF increased the assistance provided to households on ComCare LTA and SMTA. Following this enhancement, one-person households on the ComCare LTA received \$600 per month, up from the previous rate of \$500 per month. Larger households received higher amounts. Households that applied for/renewed their ComCare SMTA after 1 July 2019 also received a higher amount of assistance.

This year has been especially challenging for the low-income and vulnerable groups, which faced additional stressors brought about by COVID-19. Besides introducing various schemes to support those affected by the crisis, the Government will press on with efforts to deepen partnerships between government agencies and community partners, in order to strengthen social service delivery on the ground to provide more Comprehensive, Convenient and Coordinated support during these challenging times.

As a response to COVID-19, the SG Cares Community Networks, which were formed in 2018 and comprise government agencies, community partners and volunteers, began reaching out to low-income and vulnerable groups in every town, starting with around 50,000 rental households. Through SMSes, posters and phone calls, we are offering proactive and early support to individuals and families who may be in need. Social service agencies, charities, and volunteer groups also worked closely together with government agencies to ensure vulnerable individuals and families receive essential aid such as meals, groceries and shelter.

This year, we have intensified collaborations with our partners to further integrate service delivery and strengthen last-mile support. Through the Community Link (ComLink) initiative,

we have brought together partners and volunteers to support the specific needs of four local communities. ComLink works closely with other initiatives such as MOE's UPLIFT Community Pilots and ECDA's KidSTART to provide holistic support that is wrapped around the family's needs.

To provide greater convenience and more timely assistance to clients, we are developing systems to reduce the need for clients to submit multiple documents to various agencies, and to enable frontline officers to have a more complete picture of the clients' details and circumstances, with the clients' consent where required, so that the frontline officers can do timely and comprehensive assessments of the support required by the client.

The community has played and continues to play a crucial role in helping those who face challenges. There is more we can do together. We welcome all to step forward to join us as part of our SG Cares Community Networks, to support the low-income and vulnerable, and to build a caring society for all.









COMCARE STATISTICS

In FY2019, the overall number of unique households assisted under ComCare increased by 4.7% from 37,436 in FY2018 to 39,197. There was a 4.5% increase (75,206 to 78,580) in the overall number of unique individuals assisted, as compared to FY2018. The increase occurred across all ComCare assistance schemes except Long-Term Assistance.

As compared to FY2018, the number of households and individuals receiving Short-to-Medium-Term Assistance increased by 6.2% (27,122 to 28,807) and 4.8% (61,447 to 64,380) respectively. The number of households and individuals receiving Long-Term Assistance decreased by 2.5% (4,261 to 4,156) and 2.7% (4,495 to 4,373) respectively. The number of households and individuals receiving Student Care Fee Assistance increased by 4.8% (7,349 to 7,700) and 6.1% (9,071 to 9,621) respectively. The number of individuals receiving Interim Assistance registered a 15.8% increase (6,656 to 7,705).

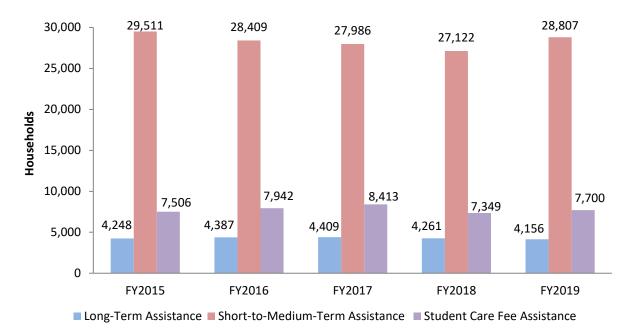


Figure 1: Number of Unique Households Assisted, by ComCare Scheme

Notes:

Each household was counted once under the respective scheme in each financial year. Hence, the same household might be counted more than once across schemes in a given financial year, if it received assistance from more than one scheme in that year.



Figure 2: Number of Unique Households Assisted Across ComCare Schemes

Notes:

- ComCare schemes include the Short-to-Medium-Term Assistance, Long-Term Assistance and Student Care
 Fee Assistance. There is no household-level info for Interim Schemes as the schemes are administered by
 different community partners to individuals requiring urgent and temporary financial relief.
- 2. Each household was counted once across all schemes in each financial year.

70,407 70,000 65,910 64,191 64,380 61,447 60,000 50,000 Individuals 40,000 30,000 20,000 12,228 10,170 10,331 9,621 __7,705 9,071 _6,656 9,605 9,778 7,090 10,000 4,540 4,495 4,788 4,675 4,373 0 FY2019 FY2015 FY2017 FY2018 FY2016 ■ Long-Term Assistance ■ Short-to-Medium-Term Assistance ■ Student Care Fee Assistance Interim Assistance

Figure 3: Number of Unique Individuals Assisted, by ComCare Scheme

Notes:

Each individual was counted once under the respective scheme in each financial year. Hence, the same individual might be counted more than once across schemes in a given financial year, if he/she received assistance from more than one scheme in that year.

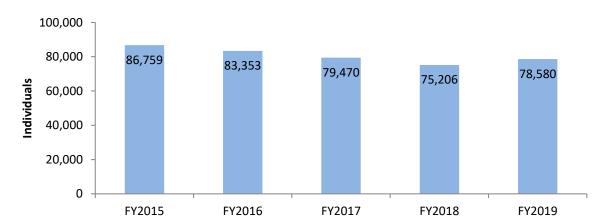
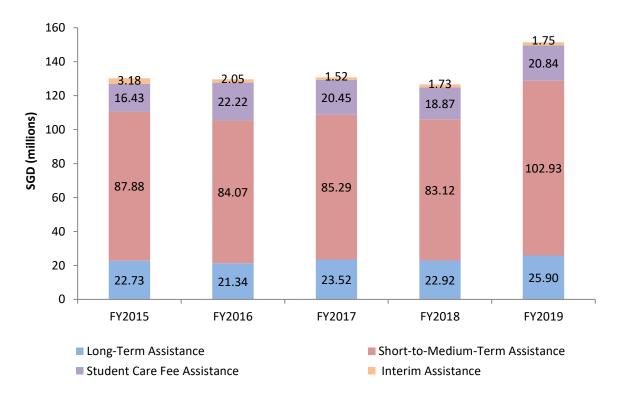


Figure 4: Number of Unique Individuals Assisted Across ComCare Schemes

Notes:

- 1. ComCare schemes include the Short-to-Medium-Term Assistance, Long-Term Assistance, Student Care Fee Assistance and Interim Assistance Scheme.
- 2. Each individual was counted once across all schemes in each financial year.

Figure 5: Amount of ComCare Funds Disbursed



FINANCIAL STATEMENTS FOR COMCARE ENDOWMENT FUND

FINANCIAL STATEMENTS FOR FINANCIAL YEAR ENDED 31 MARCH 2019

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Ministry of Social and Family Development Community Care Endowment Fund Statement by Management For the Financial Year ended 31 March 2020

In our opinion,

- a) the accompanying financial statements of the Community Care Endowment Fund (the "Fund") are drawn up so as to present fairly, in all material respects, the state of affairs of the Fund as at 31 March 2020 and the results for the financial year then ended in accordance with the provisions of the Community Care Endowment Fund Act (the "Act");
- b) proper accounting and other records have been kept, including records of all assets of the Fund, in accordance with the provisions of the Act; and
- the receipts, expenditure, investment of moneys and the acquisition and disposal of assets by the Fund during the financial year have been in accordance with the provisions of the Act.

Chew Hock Chew Hock Yong BK01

Tong BK01

Date: 2020.06.11

Disc: 2020.06.11

Disc: 2020.06.11

Disc: 2020.06.11

Chew Hock Yong Permanent Secretary Ministry of Social and Family Development Kong Kum Peck Director CSSD/SPSG MSF Digitally signed by kumpeck Date: 2020.06.10 16:03:40 +08'00'

Kong Kum Peck
Director –
Comcare and Social Support Division
Ministry of Social and Family Development

Singapore, 11 June 2020



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INDEPENDENT AUDITOR'S REPORT TO THE MINISTRY OF SOCIAL AND FAMILY DEVELOPMENT

Report on Audit of the Financial Statements

Opinion

We have audited the financial statements of Community Care Endowment Fund (the "Fund"), which comprise the statement of financial position as at 31 March 2020 ("FY 2019"), and the statement of receipts and expenditure for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements are properly drawn up in accordance with the provisions of the Community Care Endowment Fund Act (the "Act") and Cash Basis of Accounting so as to present fairly, in all material respects, the state of affairs of the Fund as at 31 March 2020 and the receipts and expenditure of the Fund for the year ended on that date.

Basis for Opinion

We conducted our audit in accordance with Singapore Standards on Auditing (SSAs). Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the Fund in accordance with the Accounting and Corporate Regulatory Authority (ACRA) Code of Professional Conduct and Ethics for Public Accountants and Accounting Entities (ACRA Code) together with the ethical requirements that are relevant to our audit of the financial statements in Singapore, and we have fulfilled our other ethical responsibilities in accordance with these requirements and ACRA Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other information

Management is responsible for the other information. The other information comprises the Statement by Management set out on page 1.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we have conclude that there is a material misstatement of this other information, we are required to report the fact. We have nothing to report in this regard.

Responsibilities of Management's for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with the provisions of the Act and the Cash Basis of Accounting, and for such internal control as management determines is necessary to enable the preparation of financial statements that is free from material misstatement, whether due to fraud or error.

The Fund is constituted based on the Act and is administered by Ministry of Social and Family Development. In preparing the financial statements, the management is responsible for assessing the Fund's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to wind up the Fund or for the Fund to cease operations.

The Management is responsible for overseeing the Fund's financial reporting process.







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INDEPENDENT AUDITOR'S REPORT TO THE MINISTRY OF SOCIAL AND FAMILY DEVELOPMENT (CONTINUED)

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with SSAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with SSAs, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether
 due to fraud or error, design and perform audit procedures responsive to those risks, and
 obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The
 risk of not detecting a material misstatement resulting from fraud is higher than for one
 resulting from error, as fraud may involve collusion, forgery, intentional omissions,
 misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit
 procedures that are appropriate in the circumstances, but not for the purpose of expressing
 an opinion on the effectiveness of the Fund's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Fund's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Fund to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including
 the disclosures, and whether the financial statements represent the underlying transactions
 and events in a manner that achieves fair presentation.

We communicate with the management regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.







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INDEPENDENT AUDITOR'S REPORT TO THE MINISTRY OF SOCIAL AND FAMILY DEVELOPMENT (CONTINUED)

Report on Other Legal and Regulatory Requirements

Opinion

In our opinion:

- a) the financial statements show fairly the financial transactions and the state of affairs of the Fund:
- b) proper accounting and other records have been kept, including records of all assets of the Fund; and
- c) the receipts, expenditure, investment of moneys and the acquisition and disposal of assets on account of the Fund during the financial year were in accordance with the provisions of the Act

Basis for Opinion

We conducted our audit in accordance with SSAs. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Compliance Audit section of our report. We are independent of the Fund in accordance with the ACRA Code together with the ethical requirements that are relevant to our audit of the financial statements in Singapore, and we have fulfilled our other ethical responsibilities in accordance with these requirements and the ACRA Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion on management's compliance.

Responsibilities of Management for Compliance with Legal and Regulatory Requirements

Management is responsible for ensuring that the receipts, expenditure, investment of moneys and the acquisition and disposal of assets, are in accordance with the provisions of the Act. This responsibility includes implementing accounting and internal controls as management determines are necessary to enable compliance with the requirements.

Auditor's Responsibilities for the Compliance Audit

Our responsibility is to express an opinion on Management's compliance based on our audit of the financial statements. We planned and performed the compliance audit to obtain reasonable assurance about whether the receipts, expenditure, investment of moneys and the acquisition and disposal of assets, are in accordance with the provisions of the Act.

Our compliance audit includes obtaining an understanding of the internal control relevant to the receipts, expenditure, investment of moneys and the acquisition and disposal of assets; and assessing the risks of material misstatement of the financial statements from non-compliance, if any, but not for the purpose of expressing an opinion on the effectiveness of the Fund's internal control. Because of the inherent limitations in any internal control system, non-compliances may nevertheless occur and not be detected.

KLP

S89A5BC5E2594D8 Public Accountants and Chartered Accountants

Singapore, 11 June 2020





Ministry of Social and Family Development Community Care Endowment Fund Statement of Financial Position As at 31 March 2020

	Note	FY2019 S\$	FY2018
Accumulated surplus Total surplus	3	1,923,923,279 1,923,923,279	1,925,324,947 1,925,324,947
Represented by:			
Balance held by Accountant-General Total assets	4	1,923,923,279 1,923,923,279	1,925,324,947 1,925,324,947

Ministry of Social and Family Development Community Care Endowment Fund Statement of Receipts and Expenditure For the financial year ended 31 March 2020

	Note	FY2019 S\$	FY2018 S\$
Receipts			
Donation		-	760
Income from investments		67,386,373	77,012,614
		67,386,373	77,013,374
Expenditure			
Grants disbursed	5	(68,784,541)	(77,000,485)
Audit fees		(3,500)	(3,300)
		(68,788,041)	(77,003,785)
(Deficit)/Surplus for the year		(1,401,668)	9,589
Accumulated surplus brought forward		1,925,324,947	1,925,315,358
Accumulated surplus carried forward	3	1,923,923,279	1,925,324,947

Ministry of Social and Family Development Community Care Endowment Fund Notes to the Financial Statements For the financial year ended 31 March 2020

These notes form an integral part of and should be read in conjunction with the accompanying financial statements.

1. General

The Community Care Endowment Fund (the "Fund") is established in the Republic of Singapore. The address of the Ministry of Social and Family Development's (the "Ministry") principal place of activity is at 512 Thomson Road MSF Building, Singapore 298136.

The Fund is set up by the Singapore Government (Government) under the Community Care Endowment Fund Act 2005 (Act) for the purpose of:

- (a) providing assistance to citizens and permanent residents of Singapore and their family members living in Singapore who are in financial or other difficulties to enable them to:
 - (i) attain sufficient income to meet their basic needs;
 - (ii) address the development issues faced by their children
 - (iii) facilitate their integration into society; and
- (b) developing programmes to enhance the capacity of the community to undertake the foregoing objects set out in a (i), (ii) and (iii).

The Fund came into operation on 24 October 2005. Details of the fund are as follows:

Capital Commu Contribution Assistance S\$ S\$	Fund
24 October 2005 250,000,000	-
February 2006 - 246,	641,688
25 July 2006 100,000,000	-
25 April 2008 200,000,000	-
31 May 2011 500,000,000	-
19 April 2012 200,000,000	-
24 April 2013 200,000,000	-
28 April 2017 200,000,000	-
Total 1,650,000,000 246,	641,688

The Government may make further payments of capital money into the Fund from time to time

Only income earned from the Fund will be used.

The fund is deemed to be a Government Fund for the purposes of any written law in Singapore.

2. Summary of significant accounting policies

Basis of Accounting

The financial statements are expressed in Singapore Dollar.

In line with the Government's policy, the cash basis of accounting is adopted. On this basis, receipts are recognised when received rather than earned and expenses are recognised when paid rather than incurred.

Ministry of Social and Family Development Community Care Endowment Fund Notes to the Financial Statements For the financial year ended 31 March 2020

3. Excess of receipts over expenditure

	Note	FY2019	FY2018
		S\$	S\$
Capital Contribution from the Government	(a)	1,650,000,000	1,650,000,000
Transfer from Community Assistance Fund	(b)	246,641,688	246,641,688
Net income from investments	(c)	27,260,039	28,661,707
Donations		21,552	21,552
		1,923,923,279	1,925,324,947

- (a) The capital contribution from the Government relates to capital money paid into the Fund by the Government. Under Section 5 (4) of the Act, this amount shall not be used for any purpose other than for investment.
- (b) The transfer from Community Assistance Fund relates to the balance of the monies injected in February 2006 as capital money to the Fund upon termination of the Community Assistance Fund. Under Section 5 (4) of the Act, this amount shall not be used for any purposes other than for investment.
- (c) This relates to investment income earned on the Fund balance. The net investment income is arrived at after deducting grants made and other expenses as approved under the Act

	Note	FY2019	FY2018
_		S\$	S\$
Net income from investments Past reserves protected	(d)	27,260,039 (16,213,092)	28,661,707 (16,213,092)
Net income from investments available for expenditure	(e)	11.046.947	12.448.615

(d) The balance shown relates to reserves which are protected as a result of Government requirements.

Investment income earned from the Fund previously will be protected when there is a change-over in government. This would ensure that the present government would spend only what it has earned in its term of office.

- (e) The income from investments available for distribution represents investment income earned on the fund balance. The net income from investments is arrived at after deducting expenditure including:
 - grants given to individuals or families through organisations;
 - grants given to organisations to carry out programmes consistent with the objects of the Fund;
 - such other purposes consistent with the objects of the Fund; and
 - all expenses incurred in connection with the administration of the Fund as approved under the Act.

Ministry of Social and Family Development Community Care Endowment Fund Notes to the Financial Statements For the financial year ended 31 March 2020

4. Funds with Accountant-General

This represents funds held by the Accountant-General on behalf of the Fund.

The Fund is allocated an investment income at the rate of 3.50% (FY18: 4.00%) per annum.

5. Grants disbursed

During the financial year, the Fund made disbursements to the beneficiaries for the following programmes:

	FY2019	FY2018
	S\$	S\$
Student Care Fee Assistance Scheme (SCFA)	1,571,454	1,887,150
Public Assistance Scheme (PAS)	3,603,351	9,413,947
Special Grant (SG)	82,184	75,930
Short-Medium Term Assistance (SMTA)	63,527,552	65,623,458
	68,784,541	77,000,485

6. Authorisation of financial statements for issue

The financial statements were authorised for issue by the Ministry of Social and Family Development on the date of Statement by Management.



MSF Building 512 Thomson Road, Singapore 298136

https://msf.gov.sg/ComCare