

HOPE IS WITHIN REACH



Touching Hearts, Reaching Lives



CONTENTS

1. PRESIDENT'S MESSAGE
2. EXECUTIVE DIRECTOR'S MESSAGE
3. MANAGEMENT COMMITTEE & STAFF
4. REACH COUNSELLING
5. INFORMATION & CONSULTATION
6. COUNSELLING
7. TORN ASUNDER INFIDELITY RECOVERY PROGRAMME
7. MARITAL PROGRAMME
8. TRAINING & PUBLICATION
9. NETWORK & OUTREACH
10. REACH FAMILY SERVICE CENTRE
11. ENHANCED INFORMATION AND REFERRAL SERVICE
11. CASEWORK AND COUNSELLING
15. COMMUNITY OUTREACH
17. FAMILY SUPPORT PROGRAMME
19. YOUTH PROGRAMME
19. ENHANCED STEP UP
21. REACH DRAGONS TEAM
22. PROJECT GUIDING LIGHT
23. STREETWISE PROGRAMME
25. RCSS CORPORATE EVENTS
26. STAFF DEVELOPMENT
27. OUR APPRECIATION
28. AUDITED FINANCIAL STATEMENTS

PRESIDENT'S MESSAGE

As we celebrate many successes in Singapore, we need to remember that in the midst of growing affluence, there remains a group of people who are in pain and struggling in difficult situations. Let us be mindful that they exist and we need to continue extending a helping hand to bring them back on their feet.

We are aware that divorce rate is on the increase as more marriages crumble under stress. Couples are at risk of losing touch with each other, physically and emotionally, as husbands and wives get distracted by different demands. Those with very young children experience marital tension as they grapple with new roles and increased demands on their resources. More established couples in their career and family struggle with issue of marital intimacy as some fall prey to infidelity.

In response to the above, REACH Community Services Society is growing REACH Counselling (RC) to specialize in marriage and family work. Our plan ahead is to increase RC's staff strength and competency as her services expand. Our mission for RC is clear to reach out to hurting clients and help them to realize that "Hope is within reach" for their failing marriages and fragmented family relationships.

Together with the government agencies and community stakeholders, REACH FSC will continue to extend her helping hands to the needy clients through her community outreach, casework and counselling, community service programmes for financial needy children and families. The FSC call to the community within Bishan, Sin Ming, Shunfu and Thomson remains clear, "Help is within reach".

One service the Society is intending to develop is our outreach among the youths-at-risk. We are thankful for various opportunities to partner with organizations such as the National Council of Social Service and Singapore Police Force to conduct various programmes for these youths. We aim to show them care and guidance so that eventually, they can experience for themselves, "Hope is within reach".

This report captures our progress as we grow REACH FSC, RC and REACH Youth to serve the community. At this juncture, I like to extend our sincere thanks to all donors, community partners and volunteers, who have in one way or another, shared money, time and talents that have contributed to our achievements in 2010.

Finally, I invite any individual who may need our services to feel free to call REACH FSC or REACH Counselling. Likewise, I welcome any person or organization to contact us, if you are keen to make a contribution towards our vision of "Touching Hearts, Reaching Lives".

In God's love we serve,



Ho Siew Cheong

President

REACH Community Services Society



EXECUTIVE DIRECTOR'S MESSAGE

Dear Friends,

It's my pleasure to present to you our 2010 annual report with a new look!

While our vision "Touching Hearts, Reaching Lives" remains steadfast, the corporate image has gone through a transformation. We intend to project REACH FSC and REACH Counselling as invaluable resources to the community at large who need the respective services, distinctively provided.

Our belief is clear, "Hope is within Reach", no matter what the clients' situations may be. The true significance of our profession will be realized when our clients find hope through our services. To our faithful supporters, "Those needing help are within Reach", if you and I are willing to lend a helping hand!

I am delighted to share with you some of our new initiatives in 2010. Emily Brown's seminars, organized by REACH Counselling received great review from both the professionals and the public. "Is your marriage at risk?", a resource booklet for couples who might be experiencing marital infidelity, together with the Torn Asunder Infidelity Recovery Programme, are new avenues to help couples to rebuild their ailing marriages.

REACH FSC has brought our services closer to the community through Meet-the-People sessions and the Senior Activity Centre at Sin Ming. The FSC has offered Family Support Programme for low-income families, in addition to Casework and Counselling service. REACH FSC further develops her services to cater to the diverse needs of both the affluent and low-income families within the community.

In 2010, the Singapore Police Force 'E' Division invited REACH FSC to pilot Project Guiding Light, a one year mentoring programme for youth-at-risk. The National Council of Social Service engaged REACH FSC to run the revised Enhanced STEP UP programme which aims to focus on the issue of premature school leaving among at-risk students and out-of-school youths. Stories of Randy and Jason captured in this report are great testimonies to the belief that "Hope is within Reach", if we do not give up!

I would like to thank the Management & Staff in answering the awesome call to serve the hurting and needy, with much zeal and tenacity. To the corporate organizations and individuals, I am indebted to you for relentlessly working alongside us in fulfilling this call to the community.

To God be all the Glory!



A handwritten signature in black ink, appearing to read 'Ng Ai Ling'.

Ng Ai Ling
Executive Director
REACH Community Services Society

MANAGEMENT COMMITTEE & STAFF

MANAGEMENT COMMITTEE

President

Mr Ho Siew Cheong

Vice President

Mr Lim Han Seng, Andrew

Honorary Secretary

Ms Teng Wan Chin, Ivy

Honorary Treasurer

Mr Chung Beng Kwong, Clement

Committee Members

Ms Khoo Seok Lin

Mr Sin Lye Kuen

Mr Tay Teng Pong

Mr Teo Tze Wei

Co-opt Members

Ms Cham Lee Fin

Ms Low Shien Ning, Sandy

Mr Boey Chong Kin, Frank

Mr Koh See Heong

SUB-COMMITTEES

Finance

Cham Lee Fin

Teo Tze Wei

Funding-raising

Ho Siew Cheong

Tay Teng Pong

Teo Tze Wei

Low Shien Ning Sandy

Rodney Chang

Leong May Lien

Human Resource

Koh See Heong

Teng Wan Chin, Ivy

Strategic & Programme Planning

Ho Siew Cheong

Sin Lye Kuen

Khoo Seok Lin

STAFF TEAM AT RCSS



Back row (L-R) Terence Yow, Joe Chan, Michelle Chin, Tay Lay Tshin, Sandra Lim, Angeline Jayanthi, Grace Lim
Front row (L-R) Doreen Kwai, Rachel Leong, Chang-Goh Song Eng, Ng Ai Ling, Mok Sin Lai, Lee Yoke Mey, Jaslyn Tan
In 2010, we bade farewell to Joanne Fu (left 15 June), Serene Tan (left 16 July) and Chan Wai Yee (left 30 November).

REACH COUNSELLING

If 2009 for REACH Counselling (RC) was a new beginning, 2010 saw inroads into developing a niche market for REACH Counselling. RC's interest to specialize in marital and family work stems from the fact that today's marriages are grappling with greater challenges that threaten the marital and family bonds. In 2010, RC began a deliberate effort to develop publicity and programmes in marriage and family work.

Media Publicity

REACH Counselling was publicized as 'specialising in marriage and family work' in The Straits Times on 27 Oct 2010. This was echoed in another interview in The Living Room by Mediacorp 938 LIVE on 'The Ties that Bind' on 8 October 2010. In subsequent interviews with Her World, Today's Parents and Mother & Baby magazines, RC reiterated her focus by sharing on topics such as building emotional connections in marriage and the family.

Publicity Postcard

To make known our services explicitly, we designed our publicity postcard with two scenarios about marriage and family: 'My husband doesn't trust me. I need advice' and 'Why is my daughter so angry with everything and everybody?' We hope to tell others that "Help for marriage and the family is within RC".

Torn Asunder Infidelity Recovery Programme

In 2010, we introduced the Torn Asunder Infidelity Recovery Programme to clients who wanted to reconcile and rebuild their marriage after the affair. This is a structured infidelity recovery programme designed by Dave Carder, a psychologist in USA.

Emily Brown Professional and Public Seminars 2010

The Emily Brown Professional and Public Seminars in October 2010 marked the first milestone in RC's development to specialize in the area of marital infidelity. The 60 professionals who attended the professional training unanimously agreed that it has been a great learning experience that rejuvenated their clinical growth! With the support of Emily & MCYS, RC produced her first publication, 'Is your marriage at risk?' This is a self-help booklet with practical tips and resources on how to deal with infidelity within marriage.

REACH Counselling has made good progress in 2010 to establish a clear focus to serve the needs of the professionals involved in family and marital work, as well as the clients. The coming year would see RC substantiating our work in three areas – marital and family therapy, marriage preparation and marriage mentoring programmes for young couples and peer learning support for professionals who participated in the Emily Brown seminar.



A stylized handwritten signature in black ink, consisting of several loops and a long horizontal stroke at the end.

Chang-Goh Song Eng

*Head
REACH Counselling*

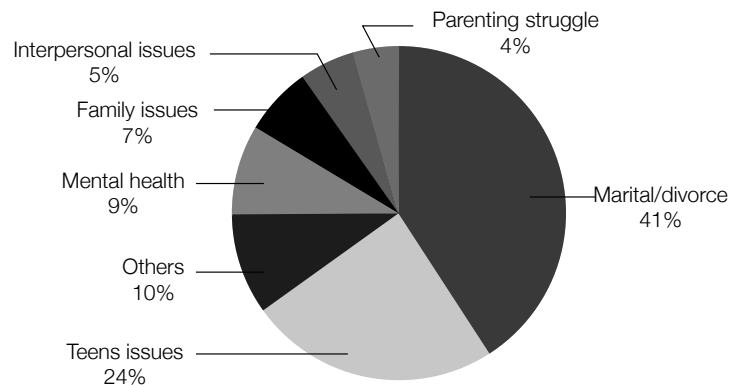
INFORMATION & CONSULTATION

A year into service, REACH Counselling (RC) saw a total new intake of 91 clients in 2010. This represents an increase of 89% from 2009's figure of 48 clients.

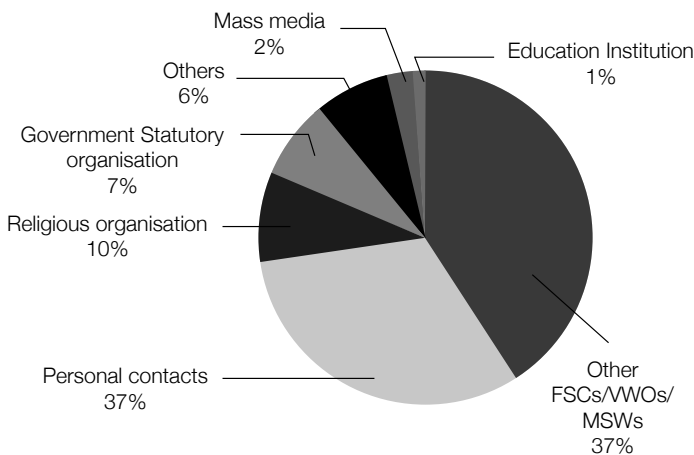
Referral problems remained similar with regards to marital/ divorce issues as top in rank at 41% (50% in 2009). Managing teens ranked second at 24% (8% in 2009) while client's mental health issue ranked third at 9%. Maintaining harmonious relationships especially between husband-wife and/or parent-teen consistently pose as a great challenge to the Singapore family today.

In referral sources, personal contacts (37%), other social service agencies (37%) (amongst them REACH Family Service Centre) and Grace Assembly Of God Church (10%) are the top three referral agents. This suggests that RC has established her role as a community resource for fellow social service practitioners, in addition to direct service rendered to clients.

Presenting problem



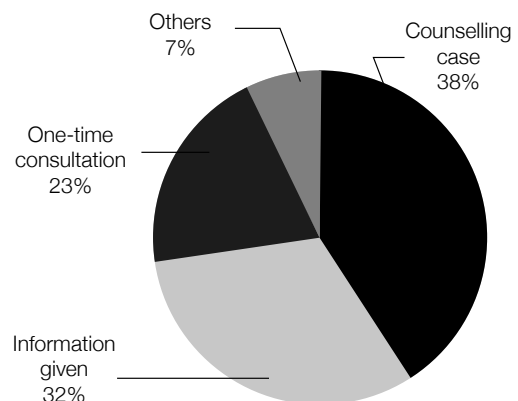
Referral source



TOTAL CLIENTS SERVED = 91

TOTAL CLIENTS SERVED = 91

Outcome



Counselling

Total number of clients served: 71

Total number of sessions: 220

	Total
Cases as at start	15
New	56
Closed	36
Cases as at end	35

A total of 71 clients received counselling from the team of seven associate counsellors and two staff counsellors. Marital conflicts (41%) and parent-teen relationships (25%) are the two main issues that clients sought counselling for. Client demographics revealed a skewed group of service users who are more well-educated (77% received Pre-U education and higher), have greater earning power (61% earned at least \$3,000 monthly) and stay in either a 4/5/executive flat or private housing (77%). In age, the middle-aged group of 41-50 years old ranked highest at 38%, followed by the 31-40 years age group (26%) and the 51-60 years age group (20%).

This reflects a more educated, wealthier populace who are open to counselling and see professional counsellors as one resource to deal with private family concerns. Counselling as a whole seems more positively viewed and is in a good position to support ailing marriages and troubled families, particularly with those who are older and have married for longer duration.

Case Closure

73% of counselling cases were closed on a satisfactory note. Satisfactory closure refers to either resolution or alleviation of the stress that clients brought into counselling and/or clients feeling more empowered to take charge of their problem. A safe space to unload burdens, share vulnerable pains, release anxious thoughts, and an experience of being heard, understood and respected made counselling at REACH Counselling a therapeutic experience for healing and change to evolve within the clients.

Client's Feedback

"The counsellor was instrumental to provide the calmness in me and I count myself 'bless' to have a counsellor like you whom I can feel at ease with. I learn how to deal with the emotional issues pertaining to the divorce so that it will cause least impact on my children."

Mdm T, 50 years old

"I'm now more cheerful and better able to relate with my children after the counselling sessions. I no longer see myself as a 'spare' tyre but a useful person that God sends me here to fulfill His purpose."

Mdm E, 53 years old

"The counsellor makes me feel comfortable and is concerned about my situation."

Ms K, 30 years old

"We value the fact that we are heard when frustrations and unhappiness are voiced out. We managed to control our emotions, our anger and target in resolving the difficult situations that we faced."

Mr & Mrs J, 40 years old

Torn Asunder (Ta) Infidelity Recovery Programme

This 10-14 structured infidelity recovery programme by Dave Carder (2008) was used with two couples to support them in working through infidelity and more importantly to work on rebuilding their marriage. Despite the great difference in the two couples' marriage duration of 5 and 25 years, both the counsellor and couples found the structure and concrete ideas offered by the programme helpful and effective. It enabled them to deal with the obsession and pains of betrayal and rebuilding the marriage subsequently. The counsellor's facilitation was as important, to hold 'their feet to the fire' and focus on what they need to work on in their marriage so that the affair can truly be a catalyst for change, for the better in their relationship and in their 'self'.

'We understood where our marriage stood. We enjoyed the monologue.'

Mr T, 37 years old

'What I found most helpful was to be able to express my feelings without withholding and hearing likewise from my spouse with the facilitator's help.'

Mrs T, 32 years old

'I learn to open up and not keep things to myself.'

Mr C, 59 years old

'I learn to forgive and move on.'

Mrs C, 55 years old

Marital Programme

Programme	Date	Participants
1, 2, 3 or 6? Marriage Preparation <ul style="list-style-type: none"> • Individual • Group 1 • Group 2 	Sept – Nov (12 sessions) May – June (5 sessions) Oct – Nov (4 sessions)	3 couples 3 couples 3 couples
Marriage One-on-One Mentoring	June & Nov	5 mentor couples

1, 2, 3 or 6? Marriage Preparation Programme

In 2010, REACH Counselling takes on marriage preparation as a core programme to help couples to start right in their marriage. The title of the programme reflects the inherent marital dilemmas and conflicts, essentially issues such as self and couple-hood, control and power, reality and idealism of love, that a couple needs to manage when two become one. '1, 2, 3 or 6?' also opens up possibilities for couples to discover the multi-layered ideas about marriage that they bring into their spousal relationship and the need for both of them to co-create a stable, successful marriage life together.



Marriage One-On-One Mentoring Programme

Marriage One-on-One is a new programme implemented in 2010 as a follow up for couples who have attended marriage preparation programme. This programme involves experienced couples providing a safe holding relationship to mentor newly wed couples as they weather the transitions into couple-hood and parenthood. The programme aims to help these young couples to start right and stay strong in their marriage.

In 2010, REACH Counselling began the recruitment of suitable volunteers to be couple mentors in this programme. A total of 5 couples were recruited and 2 training sessions were conducted to understand their role as mentor and to equip them with basic listening and communication skills. Two newly wed couples were successfully matched in this mentoring programme in year 2010.

Participant's Feedback:

"In communication, I'm able to take one step back, reflect and say things that will not raise the other party's anxiety."

"I have learnt how to better manage my emotions and not to affect my future spouse when I am in my bad mood."

"We recognize each other's personality traits and family-of-origin that help us understand why we think in certain ways."

Training & Publication

Date	Topic	Participants
13 – 15 Oct	The Affair: A Catalyst For Change	60 professionals
16 Oct	The Ties That Bind – Gatekeeping Your Marriage	123
<i>Publication</i> 'Is Your Marriage at Risk?' (public education booklet) 'The Affair: A Catalyst For Change' (training resource)		

The climax of 2010 for REACH Counselling was the professional and public seminars by Emily Brown, Director of Key Bridge Therapy & Mediation Center from Arlington, Virginia in October. The 3-day clinical training in couple work for infidelity issues was well received by 60 social workers and counsellors who attended the training. REACH Counselling is thankful for the support rendered by NCSS via the VCF funding for this training.

The professionals welcomed the training as a specialized, professional development opportunity, as described by some participants:

"I get to see how Emily asks questions; her teaching style is unique, hands-on, and I can immediately bring it back to my work. Emily should come more often."

Arthur Ling
Touch Family Services

"...my whole team was here, the seminar surpasses my expectations. Emily challenged the model that I have... counselling can be assertive yet compassionate. We need to have professionals working together from this point..."

Lim Peck Seah
Eagles Mediation and Counselling Centre

'Watching Emily worked helps me as I look at how she role plays, engages the clients, really gets at the emotions, not lose focus. Though still difficult, the demonstration showed it is do-able...'

Elijah Sim
Counselling & Care Centre

'I volunteered to be the client; it allows me to experience Emily as a therapist and what the client might feel to experience her working in this way. How she persists in her work and process her work is a valuable takeaway.'

Dr Chia Kwok Ying
Marine Parade FSC



Other than making a mark with professionals, the seminar has also catapulted REACH Counselling as a service provider with a keen interest to help couples experiencing infidelity issues. With the funding by MCYS (Family Education Department), REACH Counselling has produced an education booklet 'Is Your Marriage At Risk?' for couples. The booklet presents a checklist for couple to assess the risk of marital infidelity and ways to deal with it.

In 2010, REACH Counselling was also involved as resource trainer in external trainings organized by other organizations.

Date	Topic	Participants	Invited by
28 May	Connecting with your pre-teens	80	GRACE Assembly of God
22 Aug	Play Together, Stay Together	45	Marriage Central
28 Aug	Freedom & Responsibility	12 parents	REACH FSC
11 Aug	Cell leaders' training - Helping a person in need	65	GRACE Assembly of God

Network & Outreach

Being a one-year old counselling initiative, REACH Counselling continues to publicize her services through network visits to MCYS, Marriage Central, NTUC and voluntary welfare organizations and via mass media publicity. This effort has contributed to the significant increase in number of new clients who sought information and consultation with REACH Counselling.

REACH FAMILY SERVICE CENTRE

“Hope Is Within Reach” was coined in 2010 as a slogan to express our corporate identity under RCSS. In 2010, the focus for REACH Family Service Centre (FSC) was to reach out to offer hope and help to the community we are called to serve.

In 2010, REACH FSC implemented several new initiatives to strengthen our service delivery within the community. Other than the regular publicity and outreach platforms, REACH FSC, with the support of grassroots organizations, stationed social workers and counsellors to provide information & referral service to residents at the weekly Meet-the-People sessions in Bishan East, Bishan North and Thomson. The FSC hosted a networking session where we affirmed the importance of inter-agency collaboration between the various community stakeholders. We were delighted to have Mr Zainudin Nordin, Mayor of Central Singapore CDC and Mr Hri Kumar, Grassroots Advisor to join us for the event.

A comprehensive needs assessment conducted at a block of rental flats in Sin Ming also increased our ability to offer relevant and practical help to meet specific needs of the low income families in the area. We are glad to team up with the COMNET @ Sin Ming (Senior Activity Centre) to bring our service closer to the residents in Sin Ming and Shun Fu estate.

With this extended outreach, REACH FSC received 2,051 Information and Referrals in year 2010, a significant increase of 93% from year 2009. We also experienced a 26% increase of total cases handled, from 386 in 2009 to 486 in 2010.

With the steep increase in financial related cases, REACH FSC provided food ration, grocery vouchers and interim financial aid to help financially needy families, besides the School Pocket Money Fund. We also started Family Support Programmes such as academic support programmes for primary and secondary students, home improvement project, financial literacy workshop and other family support programmes to complement the casework with these families.

It has been a good year of learning and growing for me and my team. I am enriched by the opportunities to strive towards competent professional service standard as well as developing an effective client-centered service model to render casework assistance.

In 2011, I look forward to extensive outreach networks, more avenues for inter-agency collaboration and new, innovative programmes that REACH FSC can offer to the community, especially to those in need, who will indeed testify that “Hope is within Reach”.



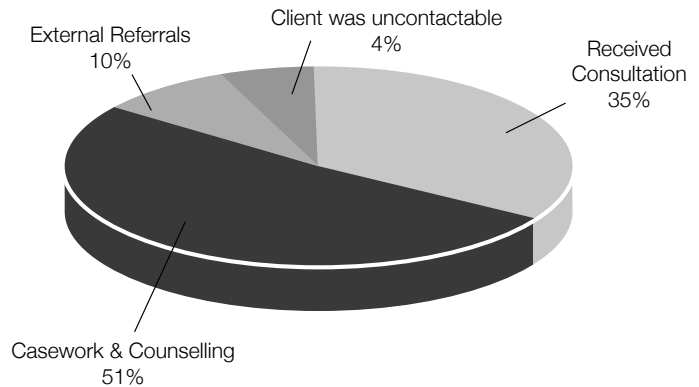
Terence Yow
Centre Director
REACH Family Service Centre



Enhanced Information & Referral Service

REACH FSC provided Information & Referral service to 2,051 calls for help in 2010. There is an increase of 93% in the number of callers served as compared to 2009. Of these, 480 calls received follow up by social workers and counsellors in Casework and Counselling (247 calls or 51%) and a one-time consultation (167 calls or 35%). Another 48 calls (10%) were referred to other social service agencies for assistance and 18 (4%) remained uncontactable despite our attempts for engagement.

Outcome of Information and Referral Service



Casework & Counselling Service

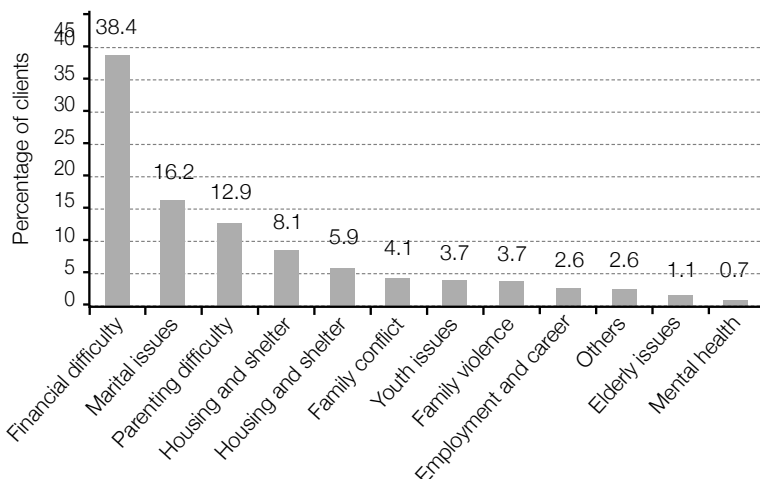
Casework & Counselling service (C & C) were provided to individuals and families to assist them with their social, emotional, financial and relational issues. Compared to the previous year, our caseworkers saw a 26% increase in the total number of cases handled. This could be attributed to the continual networking and outreach efforts of the FSC.

	2010	2009
Number of active cases in Jan:	216	175
Number of new/re-opened cases:	271	243
Number of closed cases:	222	170
Number of active cases at Dec:	264	216
Total number of cases handled:	486	386

Presenting Problems of New Cases in 2010

The table shows the breakdown of various presenting problems that clients presented to social workers and counsellors:

Presenting Problems of New Cases in 2010

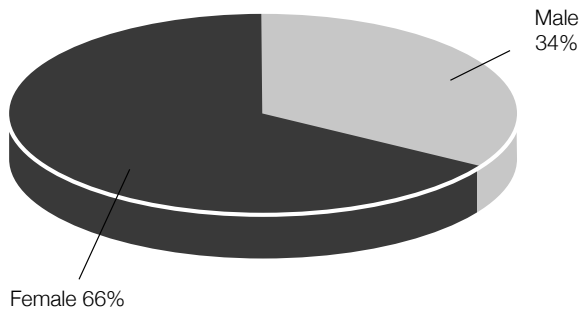


Among the new cases handled in 2010, the most common presenting problem is financial difficulty (38.4%), followed by marital issues (16.2%), parenting difficulty (12.9%) and interpersonal conflict (8.1%). The presenting issue of financial difficulty saw an increase from 23% in 2009 to 38.4% in 2010 while there has been a decrease in marital issues from 27.2% in 2009 to 16.2% in 2010. This was due to our outreach efforts to the rental flats and lower income families in the Sin Ming and Shunfu community. In addition, new presenting issues like housing and shelter needs as well as employment issues also surfaced within this needy community.

Profile of New Cases in 2010

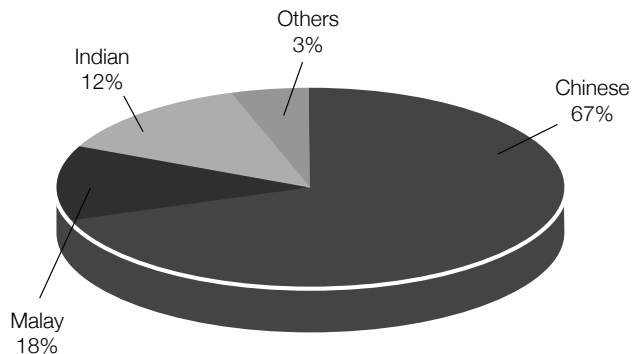
Below is a brief profile of clients served in 2010.

Gender



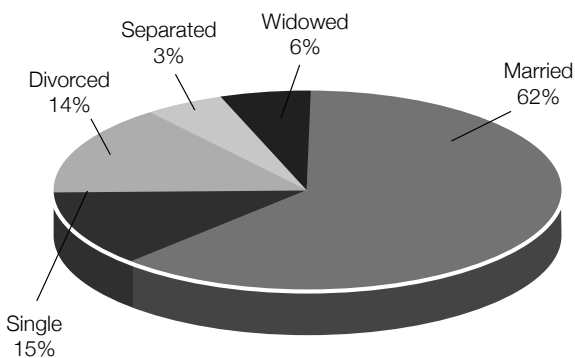
Among our clients, more females (66%) initiated help seeking as compared to 34% who are male. While this is a familiar trend, our helping approach remains to engage client and his/her family (ie, spouse, children, extended family members) in the process of intervention.

Race

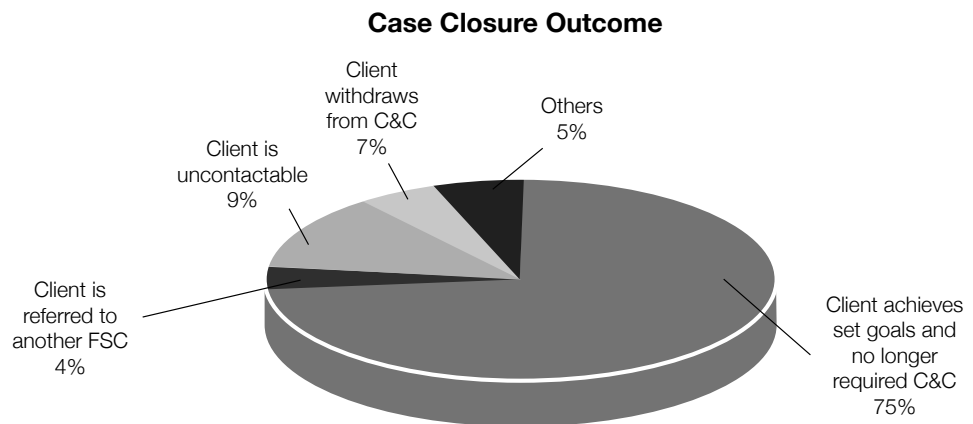


In racial composition, 67% of our clients are Chinese, 18% are Malay and 12% are Indian. Compared to 2009, the proportion of Malay clients has increased from 9% to 18%, Indian clients rose from 10% to 12% while Chinese clients reduced from 79% to 67%.

Marital Status



Most of our clients are married (62%), followed by single (15%) and divorced (14%).



Case Closure Outcome In 2010

Of the 222 closed cases, most of the clients (75%) were able to achieve set goals. 9% of the cases had to be closed as they were non-contactable and 7% of the clients withdrew from help. 4% had to be referred to other agencies because of relocation. Among the clients who had achieved their goals at closure, 90% of the clients enhanced their problem-solving skills and 75% strengthened their relationship and support networks. These contributed to positive improvement in their situation.

The School Pocket Money Fund

The School Pocket Money Fund has been the initiative of The Straits Times since 1 October 2000 to assist school-going children from low income families. Primary school students are assisted with \$45 a month while secondary school students receive \$80 a month for school expenses such as food and transport. In 2010, REACH FSC administered a total of \$37,205 School Pocket Money Fund to 48 Primary school (\$15,525) and 40 Secondary school students (\$21,680). Through the fund, these families are engaged to work on issues towards self-reliance and improvement of their family situation.

Food Ration, Grocery Voucher And Emergency Financial Assistance

Tangible assistance such as food ration, grocery vouchers and financial assistance were additional resources that our caseworkers provided to meet the immediate basic needs of the financially needy clients as they worked towards self-reliance. In 2010, REACH FSC distributed 239 sets of food rations to needy families. It also rendered \$650 worth of grocery vouchers to 21 needy families and financial assistance to 37 needy families for emergency needs.

Project Home

Project Home is a project initiated by the National Council of Social Service with various partners such as Housing & Development Board, Community Development Council and family service centres to prevent eviction of needy families from the Interim Rental Housing (IRH) scheme. REACH FSC participated in the project to provide casework assistance for referred clients who had difficulties paying for their IRH bills. To date, we have received 14 referrals, 12 of which are still receiving casework and counselling from our caseworkers.

Family Violence Mandatory Counselling Programmes

The Mandatory Counselling Programme funded by the Ministry of Community Development, Youth and Sports is a compulsory programme for family members who have used or experienced violence. In 2010, we received 9 new cases and we handled a total of 27 mandatory cases. Through casework and counselling, this programme continues to help the couples to prevent and stop abuse, find alternative ways to manage their conflicts and strengthen their capacity to cope with violent situations.

Group Supervision and C&C Meetings

REACH FSC firmly believes in staff supervision and training to build our competency in casework and counselling. As such, all social workers and counsellors received monthly clinical supervision via group supervision with an external clinical consultant and individual supervision by senior colleagues.

In 2010, the clinical supervision sessions were conducted by Mr Benny Bong, Family Works (during January to March) and Ms Juliana Toh, Counselling & Care Centre (during April to December). The bi-monthly C&C meetings provided a learning platform for caseworkers to learn and share knowledge and skills they acquired from external trainings they attended. Topics such as Family Mediation, Marital Infidelity, Mental Health and Narrative Therapy were presented by different caseworkers throughout 2010.

Upgrading of Counselling Room

REACH FSC's counselling rooms were upgraded in April 2010 to support our professional work and clinical development. All counselling rooms were installed with inter-connected video recording facility. This enabled different individual staff and/or supervisee-supervisor team to do session recording and live supervision concurrently. This upgrading work also aimed to enable all social workers and counsellors to do more tape reviews as part of their professional development in clinical work.

Publicity via More Than A Chat

In April 2010, REACH FSC conducted a community exercise to visit all voluntary welfare organisations, schools, tuition centres, child care centres, clinics, hair saloons and religious organisations in Bishan, Shunfu, Sin Ming and Thomson estates. Through this event, we introduced our C&C services to 107 agencies and presented them with More Than A Chat (RCSS' publication on counselling), REACH FSC brochures, posters and magnets.

Community Outreach

Outreach at Sin Ming, Shunfu & Thomson

In 2010, the staff and volunteers of REACH FSC organized outreach events to bring our services closer to the homes of the residents. We conducted a series of outreach events, inclusive of home visits, survey interviews, rice distribution, CNY hamper distribution and casework for needy families to the residents of a block of 1-room rental flats.

In October 2010, REACH FSC participated in the official opening of the Senior Activity Centre (SAC) at Blk 26, Sin Ming. With the support of COMNET @ Sin Ming, our social workers operated an outreach point in the SAC, where residents around Sin Ming, Shunfu and Thomson, can meet our social workers on Tuesday afternoons and Friday mornings to seek help.

Date	Event	
6 Feb	Chinese New Year rice distribution	57 volunteers mobilized to distribute rice to 192 families
20 Feb	Chinese New Year hamper donation	100 needy families received hampers from a corporate donor
Jan – Nov	Needs assessment	274 households interviewed
Oct - Dec	Outreach post at COMNET @ Sin Ming	17 clients served



Outreach at Bishan East and Bishan North

17 Jan - REACH FSC @ Bishan-Toa Payoh Bursary Presentation

REACH FSC continues to work hand-in-hand with the grassroots leaders within Bishan constituency. We participated in the Bishan-Toa Payoh Bursary Presentation Award ceremony. Our booth drew in a crowd of more than 900 visitors through our lucky dip and distribution of parenting books. 38 families were engaged for the FSC service after this event.

Apr - July - REACH FSC @ Bishan North MPS

Aug - Nov - REACH FSC @ Bishan East MPS

December - REACH FSC @ Thomson MPS



Knowing that the Meet-the-People Session (MPS) is a common avenue where residents turn to for help, REACH FSC stationed social workers and counsellors at the weekly MPS to provide on-site assistance to residents who required help with personal and/or family issues. Through this endeavor with the grassroots leaders, REACH FSC provided casework to 54 families.

9 October - Community Network Appreciation Lunch

In an endeavour to strengthen our inter-agency network, REACH FSC organized a Community Network Appreciation lunch with various agencies on 9 Oct 2010. The meeting



REACH FAMILY SERVICE CENTRE

brought together 36 representatives from Bishan East, Bishan North and Thomson Grassroots Organizations, Central Singapore Community Development Council, REACH Family Service Centre, Housing Development Board, Bishan Neighbourhood Police Centre, Bishan-Toa Payoh Town Council, Singapore Powers and the Senior Activity Centre to share their respective services and identify ways to fine tune work processes toward seamless case management protocol. We were glad that Mr Zainudin Nordin and Mr Hri Kumar, the Grassroots Advisors, supported this network discussion. Our RCSS President, Ho Siew Cheong, presented appreciation gifts to all the service partners for their invaluable support towards our goal of bringing help within the reach of the needy community.

Moving Beyond Our Service Boundary

19 March - Community Chest Media Event

As a beneficiary of the Community Chest, REACH FSC participated in one of the media events on 19 March. We showcased REACH FSC' financial board game, a tool developed by staff to help children from low income families about budgeting.

25 September - CDC Community Award

REACH FSC is delighted to receive the Community Award from Central Singapore Community Development Council (CDC) in recognition of our professional service to serve the community. Terence Yow, Centre Director received the award from Mr Zainudin Nordin, during the CDC District Meeting held at Meritus Mandarin.

Internship - Contribution towards Social Work profession in Singapore

In 2010, REACH FSC supported various tertiary institutions to provide field supervision for their social work students. National University Of Singapore (NUS), Singapore Institute of Management University (UniSIM) and Curtin University posted six Social Work undergraduates to REACH FSC for their internship programme. Ngee Ann Polytechnic (Psychology and Community Service) also sent three students for attachment with REACH FSC in 2010. Beside this internship programme, REACH FSC also hosted two groups of Social Work students from NUS and UniSIM for agency visits to understand the social work profession.



Family Support Programme

Academic Support Program for Primary and Secondary Students

REACH FSC believes in a holistic approach in helping students from low income families. Beside financial assistance, REACH FSC provided academic and social-emotional support to help these children and youths to excel in their studies. In partnership with a group of Raffles Institution students, the Care Bear Program was initiated to help upper primary school students to improve their academic performance and develop joy in the learning process.

The weekly Care Bear Program was conducted for 17 children from 9 Apr to 21 May and 9 Jul to 22 Oct. Through this program, most of the children achieved improvement in their academic results and developed a stronger interest in their study. A party was held on 26 Oct to celebrate their success.

Parent's testimonies for the Academic Support Program

"The Academic Support Program is a good learning platform for my child. My child looks forward to attend tuition at REACH FSC. With this program, my child is more receptive towards doing homework."

Mdm Tan

"The Academic Support Program is extremely helpful for parents like me who are not equipped with the capability and skills to teach our children. My child shows great enthusiasm in attending the program and a greater interest to learn."

Mdm Lim

REACH FSC also initiated a weekly Academic Support Program for 13 secondary school students. Three tutors were hired to coach these students from Apr to Sept 2010.



Home Improvement Project

A conducive living environment can create warmth and comfort for a family in dire situation. Financially needy families often lack adequate resource to create such ambience within their homes. In collaboration with Manjusri Secondary School and Temasek Polytechnic, the Home Improvement Project was organized to create a simple and cosy living environment for our financial needy clients.



70 students and teachers from Manjusri Secondary and Temasek Polytechnic renovated and refurbished the homes of 5 needy families on 18 Dec. The students painted and refurbished these homes with donation of storage boxes, mattresses and bed sheets.

Talking Dollar & Sense Workshop

REACH FSC partnered Central Singapore Community Development Council to conduct the Talking Dollar and Sense financial literacy workshop for our financial needy clients. The workshop lasted over a span of three months to impart budgeting and basic money management skills to the low-income families. A small group of 5 low-income families attended the workshop.

REACH FAMILY SERVICE CENTRE



Family Financial Literacy Workshop

On 15 May, REACH FSC organized a highly interactive Family Financial Literacy Workshop “SHOP, SPEND, SAVE” for parents and their children. A total of 32 participants from eight families attended this experiential workshop. The families were given a limited budget to plan their grocery shopping for meals over the next two days. The children were taught how to plan budget through a simulated shopping trip for stationery. This experiential activity also promoted family bonding as the parents and children learnt to plan a family budget together.



Children's School Holiday Programmes

Strumming the Heartstrings Program is an introductory guitar lessons for upper primary school children. The aim of this program was to introduce music as a hobby to these children. 5 children attended the guitar lessons from 4 Jun to 17 June.

On 22 Jun, the children and tutors from the Academic Support Program went for a kite flying outing. On 8 Dec, the children were treated to a movie marathon event organized by students from Raffles Institution and Ngee Ann Polytechnic.

On 24 Aug. 19 adults and children from 6 families participated enthusiastically in the ComChest Picnic held in Labrador Park. This is an annual event organized by ComChest and our families had fun at the fun fair.

On 2 Dec, 20 children and youths were invited to attend the show “Walking With Dinosaurs” in Singapore Indoor Stadium. This outing was sponsored by the Singapore Press Holdings. Many of the needy children enjoyed the show because they seldom have the opportunity to attend such costly performance.

Parenting Workshops

REACH FSC conducted a parenting groupwork for young Malay mothers from low-income families in April and May 2010. The 4-session groupwork session brought together 6 Malay mothers, who came together to develop mutual support for their parenting journey. These sessions helped the mothers to discuss the challenges they encountered in parenting and to re-examine their parenting roles and style. One of the participants, Zul, exclaimed that she felt more supported, and had learnt the importance of setting good boundary with her children.

On 28 Aug, REACH FSC organized a parenting workshop “Freedom Vs Responsibility - Establishing Boundaries with Teens” for clients. 12 parents attended this workshop to listen to the resource speaker, Mrs Chang-Goh Song Eng as she shared practical tips about setting healthy boundary with teens. Many parents found support in each other as they exchanged ideas and tips on how to engage and set boundaries for their children.

YOUTH PROGRAMME

Enhanced STEP UP

In 2010, REACH FSC embarked upon the Enhanced STEP UP programme under the Service A and B models. Service A aims to help at-risk youths to complete and continue their studies in school and Service B targets to help out-of-school youths to decide between embarking on permanent employment or returning to school to continue their secondary education. In both Service A and B, our social workers attempted to engage these youths and their parents through various approaches: (i) individual casework/counselling sessions to work through their personal struggles accompanying the school refusal behaviour; (ii) group sessions to motivate these youths towards a purpose-driven life; (iii) family sessions to engage parents and youths to address problems underlying the presenting issue.

Profile of ESU Youths

In 2010, REACH FSC received 53 referrals from 15 schools. 37 students were referred for Service A and 16 were referred for Service B. A total of 255 sessions were conducted to engage these youths for the programme.

Schools	Total served Service A	Total served Service B
Bartley Secondary School	1	
First Toa Payoh Secondary School	1	
Greendale Secondary School	6	1
Guangyang Secondary School	10	2
Kuo Chuan Prebyterian Secondary	2	4
Peirce Secondary School	8	4
Zhong Hua Secondary School	2	
Balestier ITE	1	
Bendemeer Primary School	1	
Fengshan Primary School	1	
Stamford Primary School	4	
Choon Boon Secondary		1
Deyi Secondary School		1
Greenridge Secondary School		2
Hong Kah Secondary School		1
15 schools (11 secondary, 3 primary and 1 ITE)	37 students	16 youths

Outcome of ESU Programme

Service A

- 9 out of 37 students successfully graduated from their schools
- The remaining 28 students continued with their study in schools

Service B

- 10 out of 16 youths found their way back to schools or involved themselves in gainful employment.

Story of Randy, 15 years old

Randy (not his real name) was 15 years old when he was referred by the school for ESU (Service A) programme. Randy would miss school 2 to 3 times a week and hang out with his friends who played truant as well. Even when Randy was in school, he would often be punished and sent out of class due to mischief and defiance.

Randy came from a single parent family. As a single parent, his mother spent long hours at work in order to raise him and his two younger siblings. Thus, since his primary school days, Randy was very much left on his own, unsupervised by a parent.

At the start of our work, the social worker, school counsellor and form teacher had to visit Randy in his home on a few occasions as he was absent from school. As a team, we worked hand in hand to identify and address different issues that were contributing to Randy's tendency towards truancy. During the conversations with Randy, he expressed a desire to quit school so that he could work. After many more conversations, we eventually found out his real concerns was his family financial situation. He saw quitting school to begin work as a way to resolve the family financial difficulty.

Through counselling, Randy began to realize that if he really wanted to help his family in the long run, he would need to complete his education first before he could secure jobs with good prospect. He also realized that if he really quit school, he would be liable for enlistment in the National Service in 2011. In short, he could not provide for his family at this point in time. Upon this realization, Randy decided that it is important for him to finish school.

By end of 2010, we gradually saw a change in Randy's behavior in school. We witnessed how Randy reduced his school truancy from 3 times per week to zero. In class, his teachers started to notice his efforts to control himself, ie, not to create trouble during lessons. We see Randy's determination to change and rejoice with him as he perseveres to complete his secondary education in 2011!

Story of Jason, 14 years old

Jason (not his real name) was 14 years old when he was referred by his school for ESU (Service B) programme in June 2010. At the point of referral, Jason has already stopped attending school for 4 months. During these months, he indulged in computer gaming daily, his interest for school diminished as days passed till he eventually stopped school. He remained out of school despite the attempt of the school counsellor and form teacher to motivate him to return to school. Then the school decided to refer Jason to REACH FSC under the ESU programme.

The social worker spent much time getting to know Jason and trying to figure out what kept him out of school. Through those interactions, the worker began to see how Jason was affected by his absent father. Jason came from a single father family. His mother died when he was young. Jason stayed with his grandparents as his father had to travel frequently for his work. As such, Jason was very much left alone.

The social worker started to engage Jason's father in counselling. In those sessions, the worker helped him to see that Jason needed his support and encouragement as the father. Jason's father realized the impact of an absent father in Jason's life. He began to spend more time with Jason. The worker also engaged him to motivate Jason to return to school. At end 2010, Jason and his father finally met up with the school principal to request for Jason to return to school in January 2011. What a beautiful ending in 2010 and a new beginning in 2011 for this family!



Hello to persistence and endurance

ONCE a playful, rebellious youth, the 17-year-old Chan Huan Kai is now a changed person.

All thanks to dragonboating. He said: "Dragonboating has taught me persistence and endurance. I know I have to keep up my efforts if I want to achieve my goals."

Huan Kai is one of the youths from the REACH Dragons, the dragonboating team competing in this weekend's inaugural Gallop of the Dragons races.

But when Huan Kai was introduced by a volunteer to Mr Joe Chan, senior social worker at REACH Family service centre and manager of the team, three years ago, he was not exactly a role model.

He said: "I was very rebellious and I loved playing computer games. I didn't like studying."

Huan Kai, who is studying at ITE Yishun, comes from a single-parent family. He has a 21-year-old sister.

"My parents divorced when I was still in kindergarten. It was difficult growing up," he said.

Now Huan Kai appears shy and soft-spoken.

But he is as much the lean, mean dragonboater as his nine teammates.

The avid sportsman trains almost every day.

He said: "I go running when I get home after school and I work out at the Toa Payoh gym."

All this on top of weekly rowing sessions.

Said Mr Chan of Huan Kai, who has been with the team since he was 14: "He's one of the more senior youths now. I count on him to mentor some of the new guys.



NO MORE A REBEL: Huan Kai now mentors younger dragonboaters

"By exposing the youths to competitive rowing, they develop commitment and discipline, which are very essential life skills."

The sporty Huan Kai wants to study sports management in a polytechnic, and then move on to university.

"But I'll have to get through army first," he added, smiling.

"This will be our sixth race in the three years since we were founded."

Huan Kai and his seasoned dragonboaters, who managed to finish second in a race last year, are looking to improve on their record.

They will face off against other teams from corporations like PUB, Safra and the SCDF.

How do they feel about their chances?

"During training we don't row as hard, but you can be sure this Saturday we will give of our very best," said Huan Kai.

"In a sport like dragonboating, everyone's effort counts. It's a team effort."

- DANSON CHEONG

REACH Dragons Team

REACH Dragons Team remains a core activity under REACH Youth Programme, with 45 members in 2010. The sport has attracted both male and female youths. Till date, we now have two men and women teams, training every Saturday.

With the appointment of Mr. Eric Low as the men team's coach and Mr. Edward Yee as the women team's coach, the teams have developed stronger rowing skills and closer peer relationships among themselves. The healthy sport and peer influence had helped some youths with smoking habit to reduce and/or smoking.

On 18 Sept, the team caught the media's attention during their participation in the Nicorette Quitters Run. In their interviews with the media, team members like Mutalib Abbas and Skyy Chong testified were featured on My Paper, 17 Sept 2010 and Lianhe Wanbao, 19 Sept 2010.

"It's tough to quit. The run serves as motivation for me to keep on going, to eventually quit."

Mutalib Abbas
My Paper, 17 Sept 2010

For teammate Skyy Chong, the run is not so much of a pledge to quit, but to stay off the smokes for good. The 23-year-old former events coordinator used to light up to 15 sticks a day but has since quit smoking. Mr Chong, who has been clean for six months, said: "We know smoking is bad for our health and our stamina. And, for our team to do well, we have to quit."

Skyy Chong
My Paper, 17 Sept 2010

Another dragonboater, Chan Huan Kai was also interviewed by The New Paper on 14 May 2010 about how his involvement with REACH Dragons Team have transformed his life.

An extract of the interview from The New Paper

"ONCE a playful, rebellious youth, the 17-year-old Chan Huan Kai is now a changed person. All thanks to dragonboating. He said: "Dragonboating has taught me persistence and endurance. I know I have to keep up my efforts if I want to achieve my goals." Huan Kai is one of the youths from the REACH Dragons, the dragonboating team competing in this weekend's inaugural Gallop of the Dragons races.



But when Huan Kai was introduced by a volunteer to Mr Joe Chan, senior social worker at REACH Family Service Centre and manager of the team, three years ago, he was not exactly a role model. He said: "I was very rebellious and I loved playing computer games. I didn't like studying."

Said Mr Chan of Huan Kai, who has been with the team since he was 14: "He's one of the more senior youths now, I count on him to mentor some of the new guys."

Project Guiding Light

Project Guiding Light, PGL, is a new initiative mooted by the Singapore Police Force 'E' Division in 2010. PGL is a one year mentoring programme for youths aged 13 to 14 years who are at-risk for petty crime and juvenile delinquent behaviour. REACH FSC was invited by the Police to be the key social service agency to develop and design the mentoring aspect. The five schools, Bishan Park Secondary, Guangyang Secondary, First Toa Payoh Secondary, Kuo Chuan Presbyterian Secondary and Whitley Secondary are the frontline partners who identify and refer their students for the project.

The project started with a camp at Jalan Bahtera Campsite from 27 to 29 Oct. A total of 42 youths were identified by the five secondary schools to attend this PGL camp. 26 adult volunteers were also recruited as mentors for these youths. As mentors, these volunteers are required to meet their youths on a monthly basis. The role of REACH FSC was to recruit, train this volunteers and create opportunities for these mentors and youths to develop the mentoring relationship.

After the camp, REACH FSC continued to co-organize activities with the Police to facilitate the rapport building process between mentors and youths. Some of these activities included a barbeque get-together on 28 Nov, dragonboat and guitar lessons during the Dec school holidays.





Streetwise Programme

Since her early years, REACH FSC has been involved in youth work. In 2003, the vision for youth work within RCSS became more focused to reach at-risk youths. We hope to touch and transform these lives through our youth programme.

In line with our vision in youth work, REACH FSC submitted a proposal in Sept to National Youth Council (NYC) to be a service partner for the Streetwise Programme (SWP). Initiated in 1997, the SWP is a preventive and rehabilitative programme that addresses the issue of gangs and its negative effects on youths aged 13 to 19 years. The programme is under the auspices of the National Committee on Youth Guidance and Rehabilitation (NYGR) where the NYC serves as its secretariat.

Through a tough selection process, REACH FSC has every reason to be proud and delighted to be chosen as NYC's service partner for the Streetwise Programme in Nov 2010.

Time-Out Programme

From Aug to Sept 2010, REACH FSC was invited by Peirce Secondary School to conduct the Time-Out Programme for the school. Our social workers conducted a 7-week programme for 6 Secondary 2, Normal Academic students. The programme focused on empowering these students to cope with their difficulty in school. Through groupwork, academic support and family sessions, our social workers, helped them to work through their confusion about direction in their lives that affected their concentration in their study. School and parents were engaged in the process of intervention to provide the necessary support for these youths.



Other Events

YOG Village Drumming

On 20 Aug, 20 of our youths visited the Youth Olympics Village during a Singapore Youth Olympics event. During the half day event, our youths were able to explore the village where many cultural booths were set up. More significantly, our youths participated in a community drumming event where they were able to drum together with young athletes from different countries. Our youths were able to interact with the athletes and experience the joy of beating the drums to create the triumphant tune, in unity as one.

Visits by Social Workers and Youths from Hong Kong and Macau

On 20 Jul, REACH FSC hosted a visit by 36 high school student leaders from Hong Kong. Our social workers had the honor to share with them our youth work. After our sharing, the students were very excited by our service learning model, that they felt they could implement back in Hong Kong.

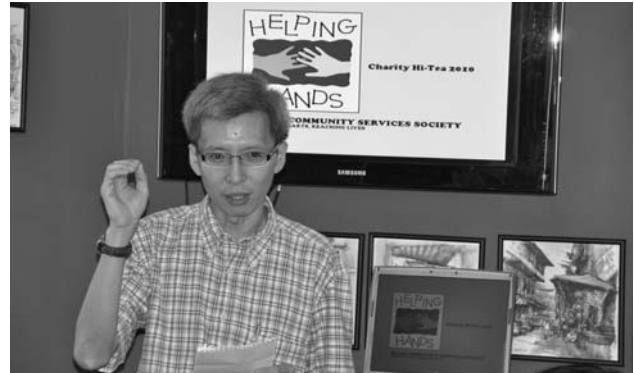
On 6 Aug, our social workers hosted another visit by 20 social workers and youths from Macau "Sheng Kong Hui" Association. The session was a rare opportunity where our social workers exchanged ideas and experience in working with at-risk youths with fellow social workers from overseas.



RCSS CORPORATE EVENTS

Fund-raising Charity Hi-Tea

On 30 Oct, RCSS invited some guests to an informal hi-tea in Joan Bowen Cafe. It was a simple fund-raising event that provided opportunity for our Management Committee to introduce the vision and mission of RCSS to the 16 guests who came. It was a pleasant experience as we are blessed by the generosity of our guests. To all who were at the tea, "Thank you for being with us – getting to know our social cause and supporting us with your kind donations!"



Volunteers' Appreciation Tea

"Dream Makers" was the theme for the Volunteers' Appreciation Tea held on 20 Nov 2010. The event was held at Modesto's at The Elizabeth Hotel. 42 volunteers and staff, dressed in their best pastel attire, attended the event. It was a time for good food, fun games and bonding between staff and volunteers. The event ended on a high note when the volunteers were led into a room full of helium balloons to catch a balloon to tie a card with their dreams written on it. We thanked the volunteers for rendering their help and time to help our clients to achieve some of their dreams. For 2011, we wish all our volunteers "May all your dreams come true!"



REACH Bursary Programme

In 2010, with the donation of \$33,400 by Grace Assembly Of God, RCSS was able to administer our annual bursary programme to financial needy students. A total of 82 students were selected by 14 schools who participated in this bursary programme. We thanked Grace AG for her steadfast donation and the volunteers from 27 Grace Groups who personally delivered the bursaries to these students.



STAFF TRAINING AND DEVELOPMENT

At RCSS, we believe it is important for staff to grow their talent and capability through regular supervision and trainings. In 2010, we rejoiced with Grace Lim and Ng Ai Ling as they attained their Master of Science in Family and Systemic Psychotherapy.

Workshop / Seminar / Course	Month	Duration	Trainees
An Understanding of the Employment Act and its Practical Applications to NPOs	Jan	1 day	Chan Wai Yee
Family Conflict Management & Mediation Training for FSCs	Mar	3 days	Angeline Jayanthi
Working with Involuntary Clients (Youths)	Mar	3 days	Joanne Fu
Second Professional Development Seminar	Mar	Half day	Jaslyn Tan, Serene Tan
Enhanced Step-Up Dialogue Session	Mar	Half day	Jaslyn Tan, Serene Tan
Family Centred Social Work Practice	Mar	Half day	Serene Tan
Transforming Conflict into Opportunity	Mar	3 days	Joe Chan, Angeline Jayanthi
De-escalation Interpersonal Conflicts Effectively	Mar	1 day	Joe Chan, Angeline Jayanthi
Working With Involuntary Client (Youths)	Mar	3 days	Joanne Fu
Helping Low Income Families Cope with Financial Issues	Apr	1 day	Serene Tan
Techniques in Couple Counselling	Apr	3 days	Angeline Jayanthi
Advanced Supervision in Experiential Counselling Approaches	Apr	4 days	Chang-Goh Song Eng
Solution Focused Brief Therapy: Introduction	May	3 days	Joe Chan
Case Management in Practice: Conducting Effective Case Planning and Case Management	May	3 days	Joe Chan
Unleashing the Potential of Excel: Achieve Breakthrough Performance in Donor/Client Data Management for NPOs	May	2 days	Chan Wai Yee
C.A.R.E: Creating a Rejuvenating Environment for Helping Professionals - An Appreciative Inquiry Experience	Jun	1 day	Angeline Jayanthi
Generating Conversations Conference	Jun	3 days	Chang-Goh Song Eng, Mok Sin Lai
Working with Youths: Intermediate	Jun - Jul	5 days	Jaslyn Tan
Taylor-Johnson Temperament Analysis (Certification & Training)	Jul	2 days	Chang-Goh Song Eng, Mok Sin Lai Ng Ai Ling
Finding Common Ground: Effective Interdisciplinary Work in the Social Service Sector	Jul	2 days	Terence Yow
Prepare/Enrich Accreditation Workshop	Aug	2 days	Terence Yow
Risk Management and Controls for NPOs	Aug	Half day	Clement Chung
Master of Science in Family and Systemic Psychotherapy	Sept	2 years	Ng Ai Ling Grace Lim
Charity Council Networking Seminar – Engaging the Heart and Mind of Your Donors and Volunteers	Sept	Half Day	Ho Siew Cheong, Teo Tze Wei Tay Teng Pong
The Affair: A Catalyst For Change	Oct	3 days	Ng Ai Ling, Chang-Goh Song Eng, Mok Sin Lai, Ivy Teng, Yeo Boon Kuan
NCSS Member Conference 2010	Oct	Half day	Terence Yow
Transformation of At-risk Youth	Nov	3 days	Jaslyn Tan
Board Compositions & Terms of Reference	Nov	1 day	Ng Ai Ling

APPRECIATION

The Management & Staff would like to thank the following groups for their invaluable support that enabled us to reach, serve and touch more lives than what we could have achieved on our own:

Our donors for their generous financial support:

*Community Chest of Singapore
CapitaLand Hope Foundation
Grace Assembly Of God
Kwan Im Thong Hood Cho Temple
Ministry of Community Development, Youths and Sports
National Council of Social Service
Singapore Totalisator Board and
All individual and corporate donors*

Our community partners for their support in our services:

*Bishan East Citizen Consultative Committee, Community Club & Residents' Committees
Bishan North Citizen Consultative Committee, Community Club & Residents' Committees
Bishan-Toa Payoh Town Council
Bishan HDB Branch
Central Singapore Community Development Council
Criminal Investigation Department
Geylang West T-Club
Health Promotion Board
Jericho Youth Centre
National Youth Council
National University of Singapore (Social Work Department)
Nanyang Girls' Secondary School
Raffles Institution
Republic Polytechnic
Singapore Institute of Management University (Social Work)
Singapore Dragonboat Association
Singapore Police Force
Singapore Press Holdings
Sin Ming ComNet Senior Activity Centre
Singapore Boys' Brigade
Thomson Citizen Consultative Committee, Community Club & Residents' Committees*

Our volunteers at REACH FSC & REACH Counselling for dedicating their time and effort.

Finally, we thank God for His divine blessings of strength and wisdom that help us to obey His call, as the Good Samaritan, to "Go and do likewise".

REACH COMMUNITY SERVICES SOCIETY
(Registered in the Republic of Singapore under the Societies Act, Chapter 311)
Unique Entity No. S98SS0144L

ANNUAL REPORT FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2010

CONTENTS

	PAGE NO.
Statement by the Management Committee	1
Independent Auditor's Report	2 - 3
Balance Sheet	4
Statement of Comprehensive Income	5
Statement of Changes in Funds	5
Statement of Cash Flows	6
Notes to the Financial Statements	7 - 14

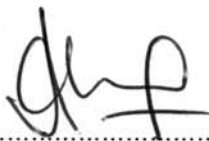
REACH COMMUNITY SERVICES SOCIETY
(Registered in the Republic of Singapore under the Societies Act, Chapter 311)

STATEMENT BY THE MANAGEMENT COMMITTEE

We, on behalf of the Management Committee, do hereby state that in our opinion, the financial statements set out on pages 4 to 14 are drawn up so as to give a true and fair view of the state of affairs of the Society as at 31 December 2010 and the results, changes in funds and cash flows of the Society for the financial year ended on that date.

The Management Committee has, on the date of this statement, authorised these financial statements for issue.

On behalf of the Management Committee

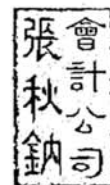


.....
HO SIEW CHEONG
President



.....
CLEMENT CHUNG BENG KWONG
Honorary Treasurer

DATED: 14 FEBRUARY 2011



**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
REACH COMMUNITY SERVICES SOCIETY
Unique Entity No. S98SS0144L**

- 1 -

Report on the Financial Statements

We have audited the financial statements of REACH COMMUNITY SERVICES SOCIETY, which comprise the balance sheet as at 31 December 2010, and the statement of comprehensive income, statement of changes in funds and statement of cash flows for the financial year ended on that date, and a summary of significant accounting policies and other explanatory notes, as set out on pages 4 to 14.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation of the financial statements that give a true and fair view in accordance with the provisions of the Singapore Societies Act, Chapter 311 (the Act) and Singapore Financial Reporting Standards, and for devising and maintaining a system of internal accounting controls sufficient to provide a reasonable assurance that assets are safeguarded against loss from unauthorised use or disposition; and transactions are properly authorised and that they are recorded as necessary to permit the preparation of true and fair profit and loss accounts and balance sheet and to maintain accountability of assets.

Auditor Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Singapore Standards on Auditing. Those Standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

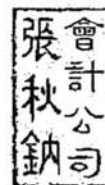
An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgements, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of financial statements that give a true and fair view 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 entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a reasonable basis for our opinion.

Opinion

In our opinion, the financial statements are properly drawn up in accordance with the provisions of the Act and Singapore Financial Reporting Standards so as to give a true and fair view of the state of affairs of the Society as at 31 December 2010 and the results, changes in equity and cash flows of the Society for the financial year ended on that date.

C. N. Tiew & Co.



特許會計師

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
REACH COMMUNITY SERVICES SOCIETY
Unique Entity No. S98SS0144L**

- 2 -

Report on Other Legal and Regulatory Requirements

In our opinion:

- (a) the accounting and other records required to be kept by the Act and the regulation enacted under the Act to be kept by the Society have been properly kept in accordance with the provisions of the Act.
- (b) the fund-raising appeal held during the financial year ended on 31 December 2010 has been carried out in accordance with regulation 6 of the Societies Regulations issued under the Act and proper accounts and other records have been kept of the fund-raising appeal.
- (c) the use of the donation monies is in accordance with the objectives of the Society and the Society is in compliance with the 30/70 fund-raising rule in the financial year ended on 31 December 2010.

C. N. TIEW & CO.
Certified Public Accountants, Singapore

SINGAPORE, 14 FEBRUARY 2011

REACH COMMUNITY SERVICES SOCIETY
 (Registered in the Republic of Singapore under the Societies Act, Chapter 311)

BALANCE SHEET AS AT 31 DECEMBER 2010

	Note	2010 S\$	2009 S\$
ASSETS			
Non-current asset			
Equipment	4	<u>18,652</u>	<u>12,047</u>
Current assets			
Deposits		961	581
Other receivable		26,345	-
Cash and cash equivalents	5	<u>2,698,976</u>	<u>1,932,789</u>
		<u>2,726,282</u>	<u>1,933,370</u>
TOTAL ASSETS		<u><u>2,744,934</u></u>	<u><u>1,945,417</u></u>
FUNDS AND LIABILITY			
Funds			
Accumulated surplus		<u>2,678,116</u>	<u>1,869,268</u>
		<u>2,678,116</u>	<u>1,869,268</u>
Current liability			
Accruals		<u>66,818</u>	<u>76,149</u>
TOTAL FUNDS AND LIABILITY		<u><u>2,744,934</u></u>	<u><u>1,945,417</u></u>

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

REACH COMMUNITY SERVICES SOCIETY
(Registered in the Republic of Singapore under the Societies Act, Chapter 311)

STATEMENT OF COMPREHENSIVE INCOME
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2010

	Note	2010 S\$	2009 S\$
INCOME	6	<u>1,844,830</u>	<u>1,356,884</u>
PROGRAMME EXPENSES		(142,739)	(101,555)
STAFF COSTS	7	(802,563)	(675,166)
OTHER OPERATING EXPENSES		<u>(90,680)</u>	<u>(55,958)</u>
		<u>(1,035,982)</u>	<u>(832,679)</u>
SURPLUS FOR THE YEAR	8	<u>808,848</u>	<u>524,205</u>
TOTAL COMPREHENSIVE INCOME		<u><u>808,848</u></u>	<u><u>524,205</u></u>

REACH COMMUNITY SERVICES SOCIETY
(Registered in the Republic of Singapore under the Societies Act, Chapter 311)

STATEMENT OF CHANGES IN FUNDS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2010

	Accumulated surplus S\$	Total S\$
Balance at 1 January 2010	1,869,268	1,869,268
Total comprehensive income	<u>808,848</u>	<u>808,848</u>
Balance at 31 December 2010	<u><u>2,678,116</u></u>	<u><u>2,678,116</u></u>

	Designated fund for elderly care S\$	Accumulated surplus S\$	Total S\$
Balance at 1 January 2009	150,000	1,195,063	1,345,063
Transfers between reserves	(150,000)	150,000	-
Total comprehensive income	<u>-</u>	<u>524,205</u>	<u>524,205</u>
Balance at 31 December 2009	<u>-</u>	<u><u>1,869,268</u></u>	<u><u>1,869,268</u></u>

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

REACH COMMUNITY SERVICES SOCIETY
(Registered in the Republic of Singapore under the Societies Act, Chapter 311)

STATEMENT OF CASH FLOWS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2010

	Note	2010 S\$	2009 S\$
CASH FLOWS FROM OPERATING ACTIVITIES			
Surplus for the year		808,848	524,205
Adjustments for:			
Depreciation charges	4	5,959	6,180
Interest income	6	(7,002)	(4,842)
Operating cash flows before movements in working capital		807,805	525,543
Other receivable		(26,725)	-
Other payables		(9,331)	42,998
Net Cash From Operating Activities		771,749	568,541
CASH FLOWS FROM INVESTING ACTIVITIES			
Interest received		7,002	4,842
Payments for purchase of equipment	4	(12,564)	(14,666)
Net Cash Used In Investing Activities		(5,562)	(9,824)
Net Increase in Cash and Cash Equivalents		766,187	558,717
CASH AND CASH EQUIVALENTS			
At beginning of the year		1,932,789	1,374,072
At end of the year	5	<u>2,698,976</u>	<u>1,932,789</u>

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

REACH COMMUNITY SERVICES SOCIETY
(Registered in the Republic of Singapore under the Societies Act, Chapter 311)

NOTES TO THE FINANCIAL STATEMENTS, 31 DECEMBER 2010

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

1. GENERAL

The financial statements were authorised for issue by the Management Committee on 14 February 2011.

The Society is registered and domiciled in the Republic of Singapore. The registered office is located 355, Tanglin Road, Singapore 247960. The principal place of operations is located at 187, Bishan Street 13, #01-475, Singapore 570187.

2. SIGNIFICANT ACCOUNTING POLICIES

2.1 Basis of preparation

The financial statements are prepared in accordance with Singapore Financial Reporting Standards (FRS).

The financial statements are prepared in accordance with the historical cost convention, except as disclosed in the accounting policies below.

The preparation of financial statements in conformity with FRS requires management to make judgements, estimates and assumptions that affect the application of policies and reported amounts of assets, liabilities, income and expenses. The estimates and associated assumptions are based on historical experience and various other factors that are believed to be reasonable under the circumstances, the results of which form the basis of making judgements about carrying amounts of assets and liabilities that are not readily apparent from other sources.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised, if the revision only affects that period, or in the period of the revision and future periods, if the revision affects both current and future periods.

There are no areas involving higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements.

The Society has not applied any new or revised FRS or Interpretations of FRS (INT FRS) that have been issued as of the balance sheet date but are not yet effective. The initial application of these standards and interpretations are not expected to have any material impact on the Society's financial statements. The Society has not considered the impact of any FRS or INT FRS issued after the balance sheet date.

2.2 Functional and presentation currency

Items included in the financial statements of the Society are measured using the currency of the primary economic environment in which the Society operates (functional currency). The financial statements are presented in Singapore Dollars (S\$), which is the Society's functional currency.

REACH COMMUNITY SERVICES SOCIETY
(Registered in the Republic of Singapore under the Societies Act, Chapter 311)

NOTES TO THE FINANCIAL STATEMENTS, 31 DECEMBER 2010

2. SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

2.3 Equipment

Equipment is stated at cost less accumulated depreciation and accumulated impairment losses, if any. Depreciation is calculated on a straight-line basis so as to write-off the cost of the assets over their estimated useful lives, as follows:

	Number of years
Computers	3
Furniture, fittings and office equipment	5
Renovation	3

The residual values and useful lives of equipment are reviewed, and adjusted as appropriate, at each balance sheet date.

Subsequent expenditure relating to equipment that has already been recognised is added to the carrying amount of the asset when it is probable that future economic benefits, in excess of the standard of performance of the asset before the expenditure was made, will flow to the Society and the cost can be reliably measured. Other subsequent expenditure is recognised as an expense during the financial year in which it is incurred.

On disposal of an item of equipment, the difference between the net disposal proceeds and its carrying amount is taken to profit or loss.

2.4 Financial assets

Financial assets within the scope of FRS 39 are classified as loans and receivables. Loans and receivables include "trade and other receivables" and "cash and cash equivalents".

Financial assets are recognised on the balance sheet when, and only when, the Society becomes a party to the contractual provisions of the financial instrument.

When financial assets are recognised initially, they are measured at fair value, plus directly attributable transactions costs. The Society determines the classification of its financial assets after initial recognition and, where allowed and appropriate, re-evaluates this designation at each financial year-end.

Non-derivative financial assets with fixed or determinable payments that are not quoted in an active market are classified as loans and receivables. Such assets are carried at amortised cost using the effective interest method. Gains and losses are recognised in profit or loss when the loans and receivables are derecognised or impaired, as well as through the amortisation process

The Society assesses at each balance sheet date whether there is objective evidence that a financial asset or a group of financial assets is impaired. Impairment losses are recognised in profit or loss.

A financial asset is derecognised when the contractual right to receive cash flows from the asset has expired. On derecognition of a financial asset in its entirety, the difference between the carrying amount and the sum of the consideration received and any cumulative gain or loss that has been recognised directly in equity is recognised in profit or loss.

REACH COMMUNITY SERVICES SOCIETY
(Registered in the Republic of Singapore under the Societies Act, Chapter 311)

NOTES TO THE FINANCIAL STATEMENTS, 31 DECEMBER 2010

2. SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

2.5 Cash and cash equivalents

Cash and cash equivalents comprise cash in hand, cash at banks and unpledged fixed deposits.

2.6 Financial liabilities

The Society classifies its financial liabilities in the following categories: (a) financial liabilities at fair value through profit or loss; and (b) financial liabilities at amortised cost.

Financial liabilities are classified as financial liabilities at fair value through profit or loss if they are incurred for the purpose of short-term repurchasing (held for trading) or designated by management on initial recognition (designated under the fair value option). The Society does not have any financial liabilities classified at fair value through profit or loss at the end of the financial year.

Financial liabilities are recognised on the balance sheet when, and only when, the Company becomes a party to the contractual provisions of the financial instrument.

Financial liabilities are recognised initially at fair value, plus, in the case of financial liabilities other than derivatives, directly attributable transactions costs.

Subsequent to initial recognition, all financial liabilities are measured at amortised cost using the effective interest rate method, except for derivatives, which are measured at fair value.

A financial liability is derecognised when the obligation under the liability is extinguished. For financial liabilities other than derivatives, gains and losses are recognised in profit or loss when the liabilities are derecognised in profit or loss. Net gains or losses on derivatives include exchange differences.

2.7 Payables

Payables are initially measured at fair value and are subsequently measured at amortised cost using the effective interest rate method.

The carrying amounts of current payables are assumed to approximate their fair values at the reporting date.

2.8 Revenue recognition

Donations, including offerings, pledges, and other charitable contributions are recognised when received.

Interest income is recognised on a time proportion basis using the effective interest rate.

Revenue from rendering of services is recognised when services are rendered.

REACH COMMUNITY SERVICES SOCIETY
(Registered in the Republic of Singapore under the Societies Act, Chapter 311)

NOTES TO THE FINANCIAL STATEMENTS, 31 DECEMBER 2010

2. SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

2.9 Government grants

Government grants are recognised when there is reasonable assurance that the Society will comply with conditions related to them and that the grants will be received.

Grants related to income are recognised in profit or loss over the periods necessary to match them with the related costs that they are intended to compensate. The timing of such recognition in profit or loss will depend on the fulfillment of any conditions or obligations attached to the grant.

Grants related to assets are either offset against the carrying amount of the relevant asset or presented as deferred income (liability) in the balance sheet. The profit or loss will be affected by a reduced depreciation charge or by recognising deferred income in profit or loss systematically over the useful life of the related asset.

2.10 Impairment of non-financial assets

Equipment is reviewed for impairment whenever there is any indication that these assets may be impaired. If any such indication exists, the recoverable amount (i.e. higher of the cash-generating unit's fair value less cost to sell and value in use) of the asset is estimated to determine the amount of the impairment loss.

For the purpose of impairment testing of these assets, recoverable amount is determined on an individual asset basis unless the asset does not generate cash flows that are largely independent of those from other assets. If this is the case, recoverable amount is determined for the cash-generating unit to which the asset belongs to. If the recoverable amount of the asset (or cash-generating unit) is estimated to be less than its carrying amount, the carrying amount of the asset (or cash-generating unit) is reduced to its recoverable amount. The impairment loss is recognised in profit or loss unless the asset is carried at revalued amount, in which case, such impairment loss is treated as a revaluation reserve.

An impairment loss for an asset is reversed if, and only if, there has been a change in the estimates used to determine the asset's recoverable amount since the last impairment loss was recognised. The carrying amount of an asset is increased to its revised recoverable amount, provided that this amount does not exceed the carrying amount that would have been determined (net of amortisation or depreciation) had no impairment loss been recognised for the asset in prior years. A reversal of impairment loss for an asset is recognised in profit or loss, unless the asset is carried at revalued amount, in which case, such reversal is treated as a revaluation increase.

2.11 Operating leases

Leases of assets in which a significant portion of the risks and rewards of ownership are retained by the lessor are classified as operating leases. Payments made under operating leases are taken to profit or loss on a straight-line basis over the period of the lease.

2.12 Employee benefits

As required by law, the Society makes contributions to the Central Provident Fund (CPF). CPF contributions are recognised as compensation expenses in the same period as employment that gives rise to the contributions.

2.13 Taxation

The Society is a registered charity under the Charities Act and is exempted from income tax under the Singapore Income Tax Act, Chapter 134.

REACH COMMUNITY SERVICES SOCIETY
(Registered in the Republic of Singapore under the Societies Act, Chapter 311)

NOTES TO THE FINANCIAL STATEMENTS, 31 DECEMBER 2010

3. PRINCIPAL ACTIVITIES

The principal activities of the Society are to initiate, assist and organise activities and schemes of social and community activities for individuals and families for the development of their physical, mental and emotional well being.

4. EQUIPMENT

	Computers	Furniture, fittings and office equipment	Renovation	Total
	S\$	S\$	S\$	S\$
Cost				
At 1 January 2010	58,597	109,655	300,645	468,897
Addition	-	12,564	-	12,564
At 31 December 2010	<u>58,597</u>	<u>122,219</u>	<u>300,645</u>	<u>481,461</u>
Accumulated depreciation				
At 1 January 2010	54,818	101,388	300,644	456,850
Charges for the year	1,865	4,094	-	5,959
At 31 December 2010	<u>56,683</u>	<u>105,482</u>	<u>300,644</u>	<u>462,809</u>
Carrying amount				
At 31 December 2010	<u>1,914</u>	<u>16,737</u>	<u>1</u>	<u>18,652</u>
	Computers	Furniture, fittings and office equipment	Renovation	Total
	S\$	S\$	S\$	S\$
Cost				
At 1 January 2009	53,000	100,586	300,645	454,231
Addition	5,597	9,069	-	14,666
At 31 December 2009	<u>58,597</u>	<u>109,655</u>	<u>300,645</u>	<u>468,897</u>
Accumulated depreciation				
At 1 January 2009	52,689	97,337	300,644	450,670
Charges for the year	2,129	4,051	-	6,180
At 31 December 2009	<u>54,818</u>	<u>101,388</u>	<u>300,644</u>	<u>456,850</u>
Carrying amount				
At 31 December 2009	<u>3,779</u>	<u>8,267</u>	<u>1</u>	<u>12,047</u>

REACH COMMUNITY SERVICES SOCIETY
(Registered in the Republic of Singapore under the Societies Act, Chapter 311)

NOTES TO THE FINANCIAL STATEMENTS, 31 DECEMBER 2010

5. CASH AND CASH EQUIVALENTS

	2010	2009
	S\$	S\$
Cash and bank balances	1,693,536	1,127,922
Fixed deposits	1,005,440	804,867
	2,698,976	1,932,789

The effective interest rate of the fixed deposits varied from 0.15% to 0.75% (2009: 0.15% to 0.55%) per annum at the balance sheet date.

The maturity period of the fixed deposits varied from 1 to 9 (2009: 1 to 5) months from the balance sheet date.

6. INCOME

	2010	2009
	S\$	S\$
Donations - church	150,000	150,000
Donations - others	1,985	43,990
Donations - tax exempt donations	331,144	141,942
Financial assistance fund	5,000	-
Funding - MCYS/NCSS/Toteboard/ComChest	1,231,396	854,270
Funding - NYC	-	3,442
Interest income	7,002	4,842
Programme revenue	76,731	78,550
Government grants	7,362	55,316
REACH bursary program	33,400	24,000
Sundry income	810	532
	1,844,830	1,356,884

During the financial year, the Society carried out fundraising appeal which did not require disclosure in accordance with Charities (Fund-raising Appeals) (Amended) Regulation 2008.

7. STAFF COSTS

	2010	2009
	S\$	S\$
Salaries and related remuneration	690,147	580,360
CPF contributions	98,388	73,751
Other staff costs	14,028	21,055
	802,563	675,166

	2010	2009
Number of key executive drawing:		
between S\$50,000 to S\$100,000	3	1
more than \$100,000	-	-

REACH COMMUNITY SERVICES SOCIETY
(Registered in the Republic of Singapore under the Societies Act, Chapter 311)

NOTES TO THE FINANCIAL STATEMENTS, 31 DECEMBER 2010

8. SURPLUS FOR THE YEAR

	2010	2009
	S\$	S\$
This is determined after charging:		
Rental of equipment	2,311	2,301
Rental of premises	8,198	8,189
	8,198	8,189

9. OPERATING LEASE COMMITMENTS

At the balance sheet date, the Society had the following future minimum lease payments under non-cancellable operating leases in respect of rental of the office equipment:

	2010	2009
	S\$	S\$
Payable not later than 1 year	2,311	2,160
Payable later than 1 year but not later than 5 years	6,674	8,620
	8,985	10,780

10. FINANCIAL INSTRUMENTS

Categories of financial instruments

The financial instruments as at the balance sheet date were:

	2010	2009
	S\$	S\$
Financial assets, loans and receivables		
Deposits	961	581
Other receivable	26,345	-
Cash and cash equivalents	2,698,976	1,932,789
	2,726,282	1,933,370
Financial liabilities, at amortised cost		
Accruals	66,818	76,149
	66,818	76,149

Financial risk management

The main risks arising from the Society's financial instruments are liquidity risk, interest rate risk and credit risk. The policies for managing each of these risks are summarised as follows:

10.1 Liquidity risk

The Management Committee exercises prudent liquidity and cash flow risk management policy and aims at maintaining a high level of cash and cash equivalents at all times.

REACH COMMUNITY SERVICES SOCIETY
(Registered in the Republic of Singapore under the Societies Act, Chapter 311)

NOTES TO THE FINANCIAL STATEMENTS, 31 DECEMBER 2010

10. FINANCIAL INSTRUMENTS (CONTINUED)

Financial risk management (continued)

10.2 Interest rate risk

The Society's income and operating cash flows are substantially independent of changes in market interest rates.

The Society's exposure to risk for changes in interest rates relates primarily to its fixed deposits. At balance sheet date, if fixed deposit rate increased/decreased by 10 (2009: 10) basis points, with all other variables being constant, the surplus of the Society will be increased/decreased by S\$1,005 (2009: S\$805).

10.3 Credit risk

The Society has minimal exposure to credit risks due to the nature of its activities.

The Society does not hold any collateral. Bank deposits that are neither past due nor impaired are mainly deposits with banks licensed by the Monetary Authority of Singapore. Deposits that are neither past due nor impaired are for services renewed/continued after the balance sheet date.

11. RESERVES POLICY

The Society's reserves position at the balance sheet date were as follow:

	2010	2009	Increase / (Decrease)
	S\$	S\$	
Unrestricted Funds	<u>2,678,116</u>	<u>1,869,268</u>	43.27%
Ratio of reserves to annual operating expenditure	<u>2.59</u>	<u>2.24</u>	

The reserves that the Society has set aside provide financial stability and the means for the development of its principal activities. The Society intends to maintain its reserves at a level which is at least equivalent to 2 to 4 years of its annual operating expenditure. The principal sources of income are derived mainly from Tote board/MCYS/NCSS/ComChest (66%), donation and other income (28%) and program revenue (6%). Thus, a reserve level that can sustain the continual operations of the Society for a period of 2 to 4 years will give ample time for the Management Committee to develop fund raising strategies to achieve financial stability.

The Management Committee will review the amount of reserves that are required to ensure that they are adequate to fulfill the Society continuing obligations on a yearly basis, in tandem with the yearly budget exercise.

REACH COMMUNITY SERVICES SOCIETY
(Registered in the Republic of Singapore under the Societies Act, Chapter 311)

DETAILED INCOME AND EXPENDITURE ACCOUNT
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2010

	2010	2009
	S\$	S\$
INCOME		
Donations - church	150,000	150,000
Donations - others	1,985	43,990
Donations - tax exempt donations	331,144	141,942
Financial assistance fund	5,000	-
Funding - MCYS/NCSS/Toteboard/ComChest	1,231,396	857,712
Government grants	7,362	55,316
Interest income	7,002	4,842
Programme revenue	76,731	78,550
REACH bursary programme	33,400	24,000
Sundry income	810	532
	<u>1,844,830</u>	<u>1,356,884</u>
Less:		
OPERATING EXPENSES		
Programme expenses	<u>142,739</u>	<u>101,555</u>
Staff costs		
CPF contributions	98,388	73,751
Medical and dental expenses	2,913	1,324
SDL contributions	1,237	1,384
Staff salaries and bonuses	690,147	580,360
Staff training and welfare	9,878	18,347
	<u>802,563</u>	<u>675,166</u>
Other operating expenses		
Bank charges	606	467
Depreciation charges	5,959	6,180
Insurance	5,547	4,625
Miscellaneous expenses	1,632	1,048
Newspaper and periodicals	-	314
Postage, courier, printing and stationery	10,119	5,717
Professional fees	2,325	2,560
Rental of equipment	2,311	2,301
Rental of premises	8,198	8,189
Repairs and maintenance	6,842	854
Resource and decoration materials	23,172	2,035
Subscriptions	139	-
Telecommunications	6,092	6,158
Transport and travelling	3,139	1,313
Volunteers' development and appreciation	2,755	5,170
Water and electricity	11,844	9,027
	<u>90,680</u>	<u>55,958</u>
	<u>1,035,982</u>	<u>832,679</u>
SURPLUS FOR THE YEAR	<u>808,848</u>	<u>524,205</u>

This schedule does not form part of the financial statements.

"I am sorry. I need to go."

"I know I promised I would stay away from Stacy but I realize that I can't. She needs me." Tat Weng flung the luggage into his car boot...

At the depth of Pek Yan's desperation, she thought of seeking help from a professional counsellor. But she would have to persuade Tat Weng to go with her....

Recalling the counselling experience, Pek Yan summarized, "I came to the counselling sessions hoping for an immediate solution. I was

disappointed and I should be. The counsellor cannot dictate the situation, she can only offer counsel. It takes time to come to terms with, adjust to and agree on an outcome we are able to live with."

Looking back, she is thankful for the professional help of the counsellor. The counselling process eased her passage across the river of agony.



Excerpt from "Rebuilding Trust"
More Than A Chat
A Publication for RCSS' 10th
Anniversary

1st Fold

REACH Community Services Society (RCSS)

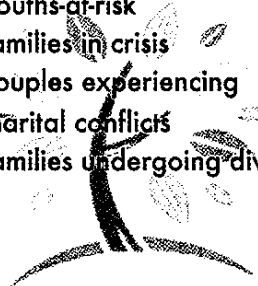
A charitable organization with an IPC status, the Society is the community outreach arm of Grace Assembly Of God. RCSS seeks to touch hearts, reach and bridge lives from anxiety to hope.

Our two operations, REACH Family Service Centre and REACH Counselling at Bishan, offer services that include counselling, financial assistance and community outreach to the needy, youth mentoring, marriage preparation and enrichment.

With Your Support

RCSS can help

- the emotionally hurting
- financially-needy students
- youths-at-risk
- families in crisis
- couples experiencing marital conflicts
- families undergoing divorce



You Can Contribute By Offering Your

- Experience:** eg., in mentoring
Time: regular or project basis
Expertise: eg., in counselling, IT, legal consultation
Personal/ Corporate Donation: cash, cheque, GIRO, donations-in-kind.

For more information, contact us @ tel: 62522566 / email : contact@reachfsc.com

2nd Fold

Mail to:

affix
stamp

REACH Community Services Society

Block 187 #01-475
Bishan Street 13
Singapore 570187

Donor's (Applicant) Particulars

Name: _____ Name of Company: _____
Dr/Mr/Mrs/Ms/Mdm (use block letters) (for corporate donor)

Address: _____

 _____ Postal Code _____

Contact No: _____ Email Address: _____

NRIC/Fin No: _____ Company Registration No: _____

Yes! I/We would like to make a monthly GIRO contribution to REACH Community Services Society (RCSS):

\$20 \$30 \$50 \$100 Other amount \$ _____

with effect from _____ / _____ / _____ (day/month/year).

<p>Direct Debit Authorization by Donor (Applicant)</p> <p>Name of Bank: _____</p> <p>Branch: _____</p> <p>Name (s) as in Bank record: _____</p> <p>My/Our Bank A/C No: _____</p> <p>Name of Billing Organization ("BO"): <u>REACH Community Services Society</u></p> <p>BO's Bank: OCBC A/C No: <u>501-433239-001</u></p>	<p>I/We hereby authorize you to process BO's instructions to debit my/our account. You are entitled to reject such payments if my/our account does not have sufficient funds and charge me/us a fee for this. You may also at your discretion allow the debit even if this results in an overdraft on the account and impose charges accordingly.</p> <p>This authorization will remain in force until terminated by your notice sent to my/our address last known to you upon receipt of my/our written notice delivered to you.</p> <p>It is the BO's responsibility to inform banks upon the expiry of the authorization and to ensure that no deductions are made thereafter.</p>	<p>_____</p> <p>Thumbprint(s)/Signature(s) as in bank record.</p> <p>Please go to the branch with your identification for verification of thumbprint(s).</p> <p>_____</p> <p>Date</p>
--	---	---

For Approving Bank's Official Use Only

The Direct Debit Authorization in respect of the above mentioned account is hereby **ACCEPTED / REJECTED** (please tick) for the following reason(s):

- Signature / Thumbprint differs from Financial Institution's records, incomplete / unclear
- Account operated by signature/thumbprint
- Amendments not countersigned by customer
- Wrong account number
- Others _____

Name of Approving Officer Authorised Signature

Date: _____

For RCSS' Use Only

Bank	Branch	RCSS A/C No.
7 3 3 9 5 0 1	4 3 3 2 3 9 0 0 1	

RCSS Donor Reference No: _____

Bank	Branch	Donor's A/C to be Debited

Name of RCSS Verifying Officer

Date: _____

Please seal the form firmly and return it to us by post. Thank You for your donation!