

REACH  
COMMUNITY  
SERVICES SOCIETY

*From Anxiety to Hope*



## OUR VISION

Touching Hearts, Reaching Lives

## OUR MISSION

is to impact lives by:

*Rekindling Hope*

*Enhancing Social & Emotional Well-being*

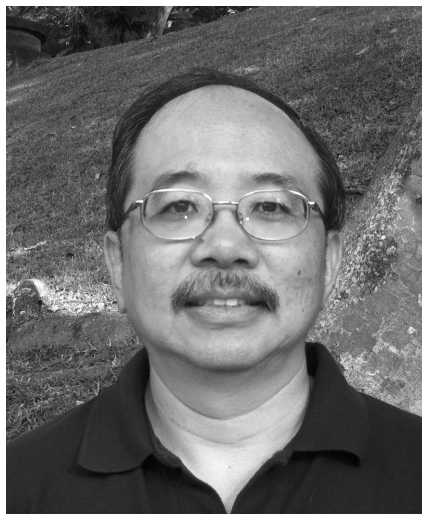
*Assisting Personal Growth*

*Caring For The Hurting*

*Helping The Needy*

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## PRESIDENT'S MESSAGE

“Our mission is clear: to impact our clients’ lives by **Rekindling hope, Enhancing social and emotional well-being, Assisting personal growth, Caring for the hurting and Helping the needy.**”

REACH Community Services Society (RCSS) has been serving the people of Singapore since it was founded 14 years ago. Today, as Singapore challenges herself towards building an inclusive society, our role to help the needy in our society has become paramount. RCSS is in the business of nation building - building resilient families, empowering the young and championing strong, stable marriages in Singapore.

Over the years, RCSS has continuously reinvented herself to be relevant to the changing needs of our clients as our society progresses. Our vision remains unwavering, “Touching Hearts, Reaching Lives”.

Our mission is clear: to impact our clients’ lives by *Rekindling hope, Enhancing social and emotional well-being, Assisting personal growth, Caring for the hurting and Helping the needy.*

In 2011, RCSS undertook the challenge to provide new programmes that have wider extent and impact. REACH Family Service Centre (FSC) has been appointed by Ministry of Community Development, Youth and Sports (MCYS) to mentor more than 300 low-income families under the HOPE Mentoring Scheme.

Similarly, REACH Youth helps at-risk youths to leave their gangs under the Streetwise Programme. Also in partnership with MCYS, REACH Counselling embarked on “Marriage Preparation Programme for Minors” to assist young couples, aged 18-21, to start right in their marital journey to avoid the path of divorce.

We have also recorded a twofold increase in the amount of REACH Bursary awarded compared to 2010. RCSS has widened its bursary recipients to include 104 children of ex-offenders.

We also collaborated with Industrial & Services Co-operative Society Ltd (ISCOS) to pilot REACH-ISCOS Mentoring Programme. The goal is to introduce a network of caring volunteers to ex-offenders and their families, to lend a hand in helping them reintegrate into the community. RCSS’s mandate remains to help our clients transit from anxiety to hope.

It is evident from this annual report that the work of RCSS has grown. It is heartening to know that we are not alone in our endeavours— Second year in a row, RCSS was named a beneficiary of The President’s Challenge. This is an encouraging recognition of our work and its impact on the community we serve.

The resolute endorsement by MCYS and NCSS is yet another affirmation of our role in the social service sector. The collaboration with Grace Assembly of God Singapore and other community partners boosted our contribution to the community.

Moving forward, RCSS will continue to galvanize her people towards excellence and specialisation in her three core service areas, REACH FSC, REACH Youth and REACH Counselling. As our population ages and the needs of our society develop, RCSS will continue to look for opportunities to touch more hearts, reach more lives.

On behalf of the Management and Staff at RCSS, I thank God for providing us with opportunity and means to impact the community. We see this as our divine calling, our earthly privilege. We want to thank all our funders, donors, community partners and volunteers for their invaluable support and collaboration in our mission. Now in our second decade of service, I am looking ahead with excitement to 2012 for what RCSS can do for the community.

**Ho Siew Cheong**

President

REACH Community Services Society



## EXECUTIVE DIRECTOR'S MESSAGE

“In this annual report, it is my joy to share with you how we have helped our clients in their journey of discovering hope and change.”

Recently, I participated in a research on resilient couples. During an interview, the researcher asked me, “What factors, in your opinion, would help couples stay together in their marriage?” Spontaneously, I found myself sharing that disappointment and pain in marital relationship is inevitable. However, what keeps couples going till death do them part is hope. It dawned on me then how crucial it is for us at REACH to help our clients find hope for themselves in the midst of their struggles, pain and loss. Often, when they realize that hope is within reach we begin to witness a change in them and their situations.

In this annual report, it is my joy to share with you how we have helped our clients in their journey of discovering hope and change. The testimonies of Betty, Diana and Serene, coming through from the work at REACH FSC, teach us the importance of not losing hope in the face of adversity and anguish.

Our work would not have its reach and significance without the recurrent support of the Ministry of Community Development, Youth and Sports, National Council of Social Service, Singapore Totalisator Board and Bishan-Toa Payoh GRC leaders. I am grateful for their endorsement. In 2011, I am also particularly thrilled by MCYS's endorsement of REACH as a service provider for the HOPE Scheme. This new appointment will give us opportunities to help many more low income families beyond Bishan in the year ahead.

I am also proud of our work with 27 youth offenders under the Streetwise Programme. Our goal is to help these reckless youths to leave, steer clear of their gangs and reintegrate into mainstream society. It is an uphill task, but the triumphant account of Jason's transformation in these pages reminds us not to give up fighting for change. It is this tenacious belief in the potential of each youth-at-risk that keeps my team going.

Do take time to read our stories from REACH Counselling. The accounts of Jane and Ben, Janet and Andy remind us that we can impact lives by our listening ears, girded with compassion and genuineness. I am convinced that our counsellors will continue to play a vital role in helping many more couples to “start right, stay strong” in their marriages.

I commend my team for their remarkable work in 2011. Moving forward, it is evident that our opportunities to serve the needy are outspreading. For 2012, I envisage that we will need to increase our staff strength, expand our physical facility, tap into strategic partnerships and demonstrate our core values to clients and partners.

Finally, I thank you, my reader, for being with us in our journey of “Touching Hearts, Reaching Lives”. We value greatly your financial support and/or unceasing, uplifting partaking in our mission.

**Ng Ai Ling**  
Executive Director  
REACH Community Services Society

## RCSS CORPORATE HIGHLIGHTS

### Overview

In 2011, we are heartened that, through our collaboration with partners like CapitaLand Hope Foundation, Industrial & Services Co-Operative Society Ltd (ISCOS) and Grace Assembly of God Singapore, our work has expanded and our sphere of influence to touch lives has broadened. We are delighted to meet many new volunteers and welcome them to join our staff to serve the needy in our community.

While our load has increased, we remain committed to enhance our staff capacity and sustain their professional contributions through regular supervision and training.

### REACH Bursary Programme

Since 2009, RCSS has administered REACH Bursary Programme to students from low-income families annually.

In 2011, we are privileged to receive a generous donation of \$50,000 from CapitaLand Hope Foundation via The President's Challenge 2011 for this bursary programme.

This year, through collaboration with ISCOS, we extended our bursary programme to include children and youths of ex-offenders, who experienced financial difficulty. Our reach to help low-income children has grown to 167 students, up from 82 students in 2010.

The total bursary award had doubled from \$33,400 in 2010 to \$62,400 in 2011. We are thankful to CapitaLand Hope Foundation for enabling us to take this bold step to serve a new clientele beyond our usual reach.



## RCSS Corporate Highlights

### REACH BURSARY AWARD 2011

The Launch of REACH - ISCOS Mentoring Programme

December 2011

REACH  
COMMUNITY  
SOCIETY

ISCOS  
INDUSTRIAL & SERVICES CO-OPERATIVE SOCIETY LTD



## REACH-ISCOS Mentoring Programme

To focus only on giving out bursaries to children of ex-offenders would be to stop short of helping them. This is why RCSS began the REACH-ISCOS Mentoring Programme this year.

The aim of the programme is for volunteer mentors from RCSS and ISCOS to work together with students to provide friendship and moral support during their growing up years.

We believe that this support will eventually flow over to their families and gradually build a social support network for ex-offenders and their families. We look forward to the collaboration with ISCOS and to engaging with our bursary recipients. We also look forward to bearing the fruit of success in years to come.



## REACH Volunteers Network

The achievements of RCSS is greater than the sum of her staff capacity and programme delivery. No words nor our annual Volunteers' Appreciation Tea can accurately reflect the impact our volunteers have left upon our clients and us. A tuition session, a home visit, a home spring cleaning session, an outing to USS and encouraging conversations leave uplifting and lasting imprint on otherwise dull and heavy hearts.

In 2011, we want to specially acknowledge our student volunteers from Raffles Junior College and Nanyang Girls' High School, for being 'Big Brother, Big Sister' to our ASP children. On the same note, we would also like to appreciate members of Grace Assembly of God Singapore for their contribution through Project Neighbour.

To all our volunteers and supporters reading this report, we want to thank you again for your friendship, commitment and continued support of our mission at RCSS!

## Building To REACH

RCSS firmly believes in building our staffs with core competencies to deal with the increasingly complex issues faced by our organization. We do this via regular supervision and trainings in relevant skills for all staffs. In 2011, apart from our casework and clinical supervision sessions, the senior staff developed a series of workshops to train all our social workers and counsellors in fundamental concepts and theory in family and systemic therapy. Through this consistent training of our staff, we hope to hold out services of quality provided by staff who are confident and competent.





## REACH FAMILY SERVICE CENTRE CENTRE DIRECTOR'S MESSAGE

“We journey with our clients through their trials, supporting and empowering them to rise up against the storms of life.”

As I was reflecting on 2011 I was reminded about a beautiful rainbow that I saw on my way home one day, after a heavy storm had passed. Around me, many people were captivated by its splendour too. As I looked at the rainbow, I was glad to have waited out the storm. It was only through enduring it that I had been rewarded with a great beauty that came afterwards.

Our work at REACH FSC is, in many ways, similar to this analogy of a rainbow after the storm. We journey with our clients through their trials, supporting and empowering them to rise up against the storms of life. Often, it can be challenging when hope seems out of sight and we can do nothing more than walk beside our clients and encourage them to press on. The rainbow emerges when we see relationships restored, families bonding and clients improving their personal and social well-being as the rain subsides— this is the beauty of our work and it spurs us forward.

Looking forward, we will continue to stay relevant to the changing needs of our community while holding on to our calling of reaching out to the needy. We want our clients to know that they are not alone in their journey through the storm. Instead, we look towards bringing the rainbow to our clients because HOPE is always within REACH.

REACH FSC has also been chosen to be a provider of the HOPE Outreach and Mentoring programme to needy families in the Central Singapore and North East Precincts. This expands the scope of our outreach efforts to families who reside beyond our usual service boundary. We continue to plan other programmes that will help the community holistically, such as the Befriending Programme; Academic Support Programme; Home Improvement Project; and Financial Literacy Workshops.

Finally, we remain committed to our staff's professional growth especially as we increase caseload volume and extend the scope of our services. REACH FSC develops and supports our staff through regular training and supervision. This sharpens the quality of service delivery and intervention for our clients as we help them navigate life's challenges.

Looking forward, we will continue to stay relevant to the changing needs of our community while holding on to our calling of reaching out to the needy. We want our clients to know that they are not alone in their journey through the storm. Instead, we look towards bringing the rainbow to our clients because HOPE is always within REACH.

**Terence Yow**  
Centre Director  
REACH Family Service Centre

## HELPING LOW-INCOME & MULTI-STRESSOR FAMILIES

### Overview

In 2011, REACH FSC continues to play an active, reliable role to link distressed individuals and families who are facing problems in their lives to relevant agencies through our on-going Enhanced Information & Referral Service. Through our Casework and Counselling (C&C) service, our qualified staff provide timely, professional intervention to support and help our clients to manage various problems in their lives. Apart from these, we also provided financial assistance such as The Straits Times School Pocket Money Fund, interim assistance, food rations and grocery vouchers to provide tangible help to the low-income families.

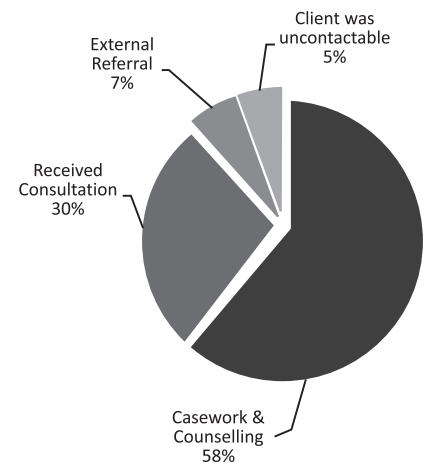
### Enhanced Information & Referral Service

Through the Enhanced Information & Referral Service, REACH FSC received a total of 2100 callers and walk-in enquiries in 2011. This is a 2% increase compared to the 2051 Information & Referral cases (I&Rs) attended to in 2010.

Out of the 2011 I&Rs, 491 clients were followed up with casework and counselling service. Of this number, 286 (58%) received regular and intensive help from our social workers and counsellors under our C&C services; 148 (30%) received a one-time consultation on their enquiry; 32 (7%) of the callers were referred to other social service agencies for assistance, while the remaining 25 (5%) were not contactable.

The top 3 issues that clients sought help for were Financial: 165 cases (34%), followed by Marital: 83 cases (17%) and Parenting/Child management: 40 cases (8%).

#### Outcome of Information and Referral Service



## Helping Low-Income & Multi-Stressor Families

### Casework & Counselling Service

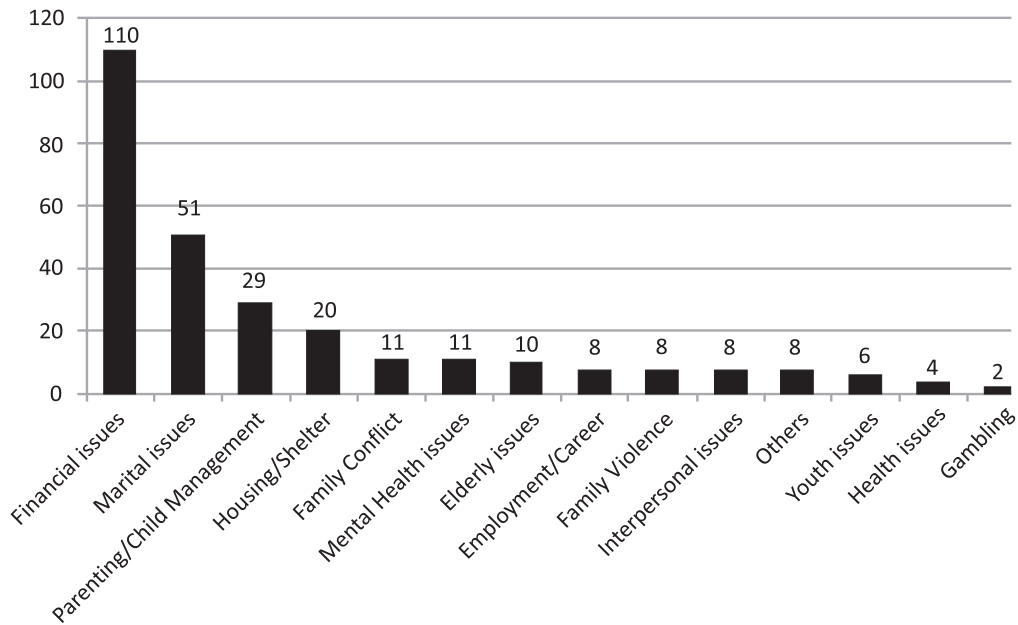
A total of 547 clients were served in 2011—an increase of 13% from the previous year. New cases opened with REACH FSC went up by 6% to 286 new cases.

This increase in case numbers handled could be attributed to regular community outreach and collaborations with community stakeholders that have linked needy residents to REACH FSC.

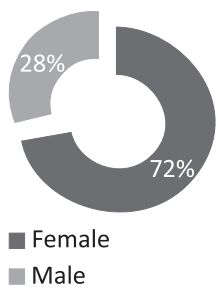
	2011	2010
Number of cases in Jan	261	216
Number of new/re-opened cases	286	270
Number of closed cases	233	225
Number of cases at Dec	314	261
Total number of cases handled	547	486

## Profile Of New Cases In 2011

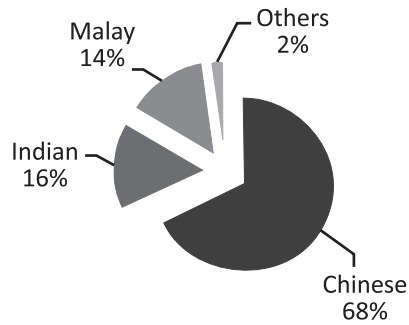
Presenting Problems of New Cases in 2011 (n=286)



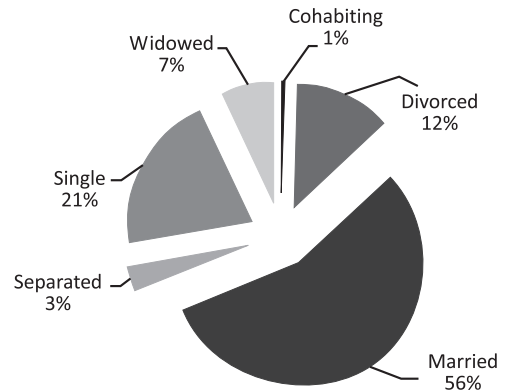
Gender



Race

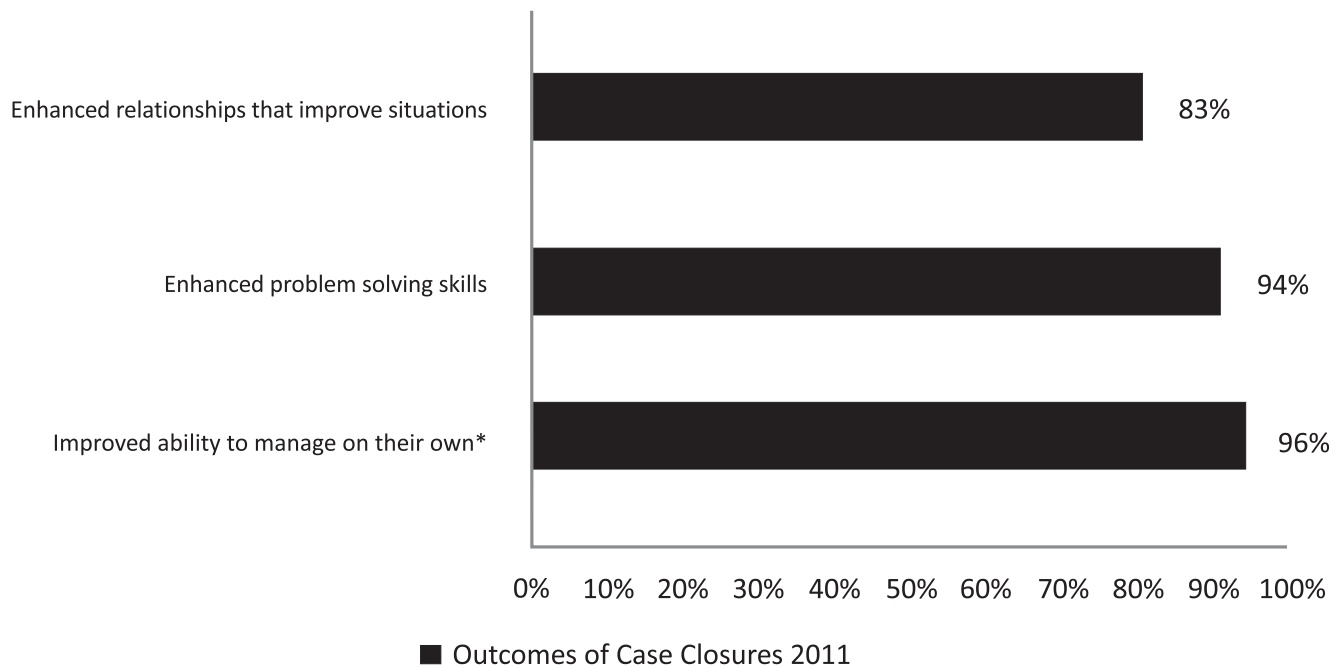


Marital Status



## Outcomes & Reasons For Closed Cases Of 2011

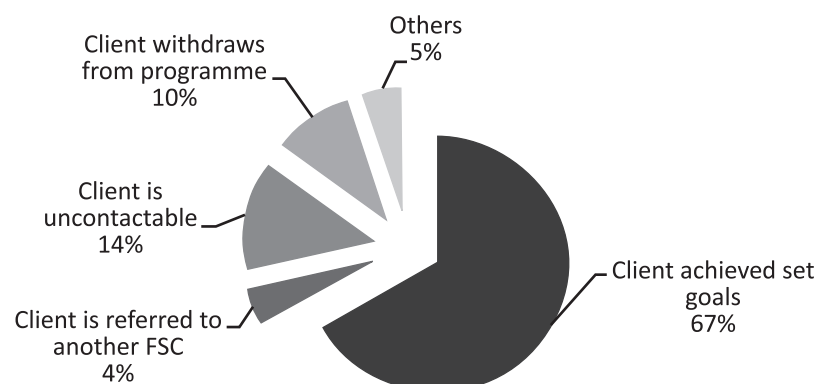
In 2011, REACH FSC recorded 233 case closures under our C&C service. At closure, all caseworkers conduct an outcome evaluation on clients' progress in counselling. It is heartening for our caseworkers to know that their clients have benefitted from the C&C service in the following ways:



*\*This percentage is taken from the 71 financial cases that were among the total cases closed in 2011*

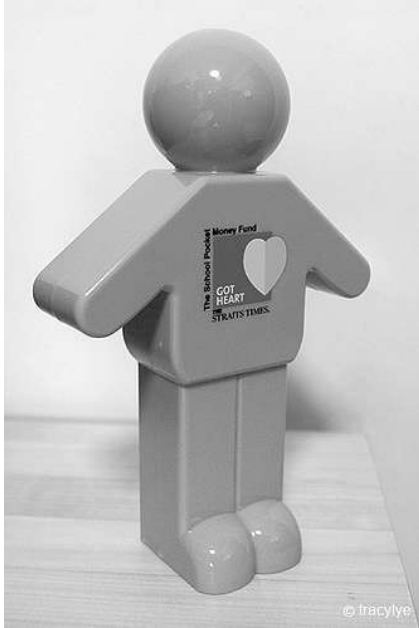
Overall, we are glad that 67% of our clients have met their goals for counselling and were able to cope on their own:

### Reasons for Case Closure



## TANGIBLE HELP FOR LOW-INCOME FAMILIES

### The School Pocket Money Fund



REACH FSC continues to support The Straits Times School Pocket Money Fund (SPMF), a community project initiated by The Straits Times with the aim of helping children from low income families pay for daily school-related expenses. In 2011, we administered a total of \$36,270 from the SPMF to 47 Primary Schools (\$17,800) and 39 Secondary School students (\$18,470).

### Interim Financial Assistance

In 2011, we distributed 543 sets of food rations and \$2,440 worth of grocery vouchers to needy families. We also rendered interim financial assistance to 52 families to tide them over their financial emergencies.

### Project Home

Project Home was initiated by the National Council of Social Service (NCSS) and Housing and Development Board (HDB) in June 2010 to help needy families who might be at risk of being evicted from Interim Rental Housing Scheme (IRH).

REACH FSC's approach to helping Project Home clients is two-pronged: (i) To negotiate with relevant authorities for them to settle their arrears via instalment plan; (ii) To explore ways in which they can make ends meet on their own. In 2011, REACH FSC took on 9 Project Home cases referred by NCSS. Of these 9 cases, our social workers were successful in helping 4 families to deal with their arrears and manage without further intervention.

## COMMUNITY OUTREACH

### Overview

In 2011, REACH FSC continued to broaden its publicity and outreach efforts to needy residents through various community platforms and networks as follows:

### Supporting Meet-the-People Sessions

REACH FSC continued its partnership with Thomson and Bishan North grassroots by having our professional staff present at their weekly Meet-the-People Sessions (MPS). In 2011, REACH FSC conducted follow-up casework and counselling with 5 residents from Thomson MPS from January to March, and 18 residents from Bishan North MPS from August to December.

### Satellite Outreach Point at Sin Ming Block 26

REACH FSC strengthened its collaboration with the Senior Activity Centre (SAC) at this block by providing weekly consultation and casework support to needy residents there. For 2011, REACH FSC attended to and helped 49 new clients from the block.

### Snapshots of other Outreach Efforts

#### **Bishan Toa-Payoh CCC Bursary Roadshow** Sunday, 16 January 2011

*22 families were engaged for follow-up services after the event*



Promoting REACH FSC services at the Roadshow



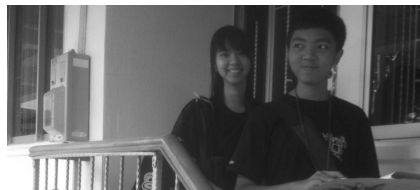
The REACH FSC team at Toa Payoh Amphitheatre

#### **Bishan East Chinese New Year Outreach** 22 January 2011

*REACH FSC and her youth volunteers ran a Needs-Assessment outreach to residents. 182 households were surveyed.*



Our youth volunteers getting briefed before heading out



Surveying a household

#### **Bishan North Outreach** 11 April 2011

*REACH FSC and her youth volunteers promoted awareness of our services*



Student volunteers from Raffles Institution and Mayflower Secondary School

#### **Sin Ming Block 23 & 25 Needs Assessment** May – August 2011

*REACH FSC interviewed 154 households during our needs-assessment exercise*



Caseworkers distributing info packs from REACH FSC & conducting surveys in Blocks 23 & 25

#### **Town Hall Meeting Roadshow** October 2011

*REACH FSC publicised our services with over 200 residents present at Bishan East Zones 1 & 2*



A section of the 200 residents at the Town Hall Meeting

## FAMILY SUPPORT PROGRAMME

### Overview

The Family Support Programme is another aspect of REACH FSC's holistic approach to helping low-income and marginalized families, apart from our C&C service. The scope of this programme is wide. It covers significant areas such as building social networks for our clients, training in financial literacy, academic support and school holiday activities for their children, family bonding and home improvement project.

### Befriending for Our Clients

REACH FSC started its Befriending Programme in September 2010 to better support our low-income and socially isolated clients. Many of these clients have physical or mental health conditions and encounter difficulties participating in social activities. Through this Befriending programme, our volunteer befrienders are assigned to these clients to provide social support via their friendly visits. To date, 19 volunteers have been trained in basic engagement and attending skills to establish supportive relationships with 13 clients.

Said a volunteer, "I learnt the areas of need and am reminded of active listening and not judging."



*A training session for Befrienders who enrolled with REACH FSC*

### 'Money Yes Enough' Financial Literacy Workshop

A total of 20 parents and children attended the workshop on 10 December 2011. Tips on better money management, electricity and water saving ideas were shared with them.

*Game stations at the "Money Yes Enough" Workshop.*



*Parents and children had a fun time learning money management tips through this interactive process.*



*A short talk after games at the "Money Yes Enough" Workshop, followed by some refreshments*

## Academic Support Programme

The Academic Support Programme (ASP) focuses on giving primary and secondary school children from financially needy families a platform for well-rounded development. In 2011, a total of 31 primary school students and 7 secondary school students received academic assistance from their volunteer mentors from Raffles Institution, Nanyang Girls' High School and Anglo-Chinese School (Independent). By the end of the academic year, most of these children had achieved an overall improvement in their examination results and cultivated a stronger interest for their studies.

A parent rejoiced at how ASP has helped her daughter:

*"I was surprised when my eldest daughter came home and informed me that she is academically second best in class and was also awarded good behaviour by the school. I can't wait to place my younger daughter into ASP"*



*Studying together in a group...*



*... And in pairs*

*"It is really fun and enjoyable to be able to bring learning out of the classroom setting" ASP participant*

*"REACH FSC is more than a centre, it is like my family. I am fortunate to be part of ASP and it is really wonderful to be able to participate in so many fun and interesting outings" by child from ASP*



*Mentors from Raffles Institution, Nanyang Girls' High School and Anglo-Chinese School (Independent) with some of our 31 primary school students and 7 secondary school students who participated in our ASP.*

School Holiday Activities



Voyage De La Vie at Resorts World Sentosa, 17 March 2011



Fishing fun at A Christmas Wish event, 10 December 2011



National Day Celebrations at the Esplanade, 9 August 2011



Party time during A Christmas Wish



Kids having fun expressing themselves through art



Art Jam at Abrakadoodle Art Studio, 11 December 2011



Fun & Games during the Hort Park Amazing Race, 29 December 2011

## PROJECT NEIGHBOUR

### *A community project by Grace Assembly of God Singapore*

This project was initiated by Grace Assembly of God Singapore as part of their “40 Days of Community” in 2011.

#### **Food Ration Gifts**

300 boxes of food rations comprising items like rice, noodles, canned food, Milo and biscuits were donated to our low-income families.



## Project Neighbour

### **Family-Bonding Outing to Universal Studios Singapore**

*“We will never be able to afford this trip given our financial situation and are grateful to be blessed by the sponsors and volunteers from Grace Assembly of God Singapore”, a financially needy parent*

REACH FSC is thankful to the members of Grace Assembly of God Singapore for their generous sponsorship of an outing to Universal Studios Singapore for 55 of our low-income clients and their children on 13 August 2011. The outing is a heartfelt trip – a gift of love from the sponsors to our needy clients and a memorable family bonding time for our low-income families.





## Home Improvement Project

### Home Improvement Project

#### *Changing Environments, Touching Lives*

Yet another community outreach project by Grace Assembly of God Singapore in 2011! 9 of our financial needy families were able to improve the living conditions of their homes as a result of the assistance of 80 Grace AG volunteers. These volunteers cleaned and re-painted flats, replaced broken furniture and even exterminated bed-bugs for our low-income clients.



## HOME OWNERSHIP PLUS EDUCATION (HOPE) SCHEME

### Overview

The Home Ownership Plus Education (HOPE) Scheme is part of an umbrella group of National Assistance Schemes organised by the Ministry of Community Development, Youth and Sports (MCYS). Introduced in 2004, the HOPE Scheme offers a range of benefits to young, low-income families with the purpose of lifting them out of the poverty cycle. Families on this scheme are incentivized to keep their families small so that they can invest their limited resources in upgrading themselves and achieving self-reliance.

REACH FSC is honoured to have been appointed as the HOPE agency for outreach, since October 2011, to eligible families residing in the Central Singapore and North East Community Development Council (CDC). We also provide mentoring through the HOPE scheme for families in the Central Singapore District.

### HOPE Outreach

The aim of the HOPE Outreach Programme is twofold: to increase awareness of the HOPE scheme among eligible families and to promote access to hard-to-reach clients who need help. From October to December 2011, we held strategic meetings with various key agencies that would improve outreach efforts. They include other Family Service Centres; Polyclinics; Childcare Centres and Grassroots Organisations within the Central Singapore and North East CDCs. During meetings, the REACH FSC team briefed agencies on the fundamentals of the HOPE Scheme and identified families eligible to receive help. We also participated in road shows to promote the HOPE Scheme. The fruits of these efforts are 26 potential clients being reached and 8 applications submitted to the CDCs.

### HOPE Mentoring

340 families in the HOPE scheme are currently assigned for Mentoring at REACH FSC. Our staff start by providing our clients with a holistic assessment of their family situation. They move forward with these families by serving as their guides, motivating them to take steps towards improving their current situations through skills upgrading. The goal is to improve their employment opportunities and enhance the family's financial resilience so that they can become self-reliant in the long term.

Here are some of the comments from our HOPE Scheme beneficiaries:

*"HOPE Scheme gave my husband an opportunity to upgrade his skills and achieved a Diploma course in Sales & Marketing Management. This has greatly improved my family's financial situation." – by a wife*

*"HOPE Scheme has helped me tremendously with their financial benefits and mentoring sessions. I was able to upgrade myself to better provide for my family. I am very happy with the scheme and would recommend to my family and friends" – by a divorced mother*

## REACH YOUTH

### Overview

It is in this spirit that we continue our partnership with MCYS through Enhanced STEP-UP Programme and Streetwise Programme. We also engage youths through Project Guiding Light, an initiative of the Singapore Police Division 'E'. Last but not least, REACH Dragons and REACH United, our own dragon boating and football sports programmes, serve as alternative avenues of outreach to youths at this important stage of their lives.

### Enhanced STEP-UP Programme

The Enhanced STEP-UP programme is an initiative of MCYS. REACH Youth works in partnership with MCYS to help youths who are either at risk of dropping out of school or have dropped out of school. The aim is to engage these youths and their families in order to bring them back into school and help them complete their education.

### Streetwise Programme

In November 2010, REACH was appointed by the National Youth Council to conduct the Streetwise Programme (SWP). This is a government-funded initiative by the National Committee on Youth Guidance and Rehabilitation to address youth gang issues. The programme is coordinated by National Youth Council, which works closely with a whole slew of government agencies and other institutions: Secret Societies Branch (SSB); Probation Services under the Ministry of Community Development, Youth and Sports (MCYS); the Juvenile Court; Singapore Prison Service; Youth Sector Organisations and schools.

The target audience of this programme comprises youths-at-risk between the ages of 13-19 years old. Youths who are referred for this programme receive 6 months of individual and family counselling and group work sessions.

REACH Youth carries out the SWP and receives referrals from the SSB and Probation Services. This year, we served 27 youths through this programme. We are proud to report that 9 of the youths in this group have successfully left their gangs and are beginning life afresh.

*Here is a success story we have to share with you:*

Jason (not his real name) was referred to REACH Youth by the SSB in early 2011. At that point in his life, Jason was contemplating exit from his gang. He had found new things to focus on in life: his family, his studies and soccer. But it was hard to leave.

Sensing his hesitation and indecision, our REACH Youth social worker used counselling sessions to challenge Jason to think further and more carefully about his goals in life. As Jason came to a clearer focus on what he wanted out of life, the social worker also helped him to manage his emotions and make practical steps towards leaving the gang and changing his way of life.

The process was painful but the individual counselling sessions were instrumental in helping Jason control his impulsiveness and commit to a course of action to break away from his gang. Family counselling sessions also helped Jason and his parents communicate again, as they shared their thoughts and feelings openly and honestly. Trust was rebuilt; relationships repaired.

Towards the end of the year, Jason succeeded in leaving his gang completely. His social worker and family witnessed a profound change in him as he channelled his energy into studies and soccer. With their continued support, Jason made steady progress and has successfully completed the SWP. As a sweet reward, he emerged top of his school's Normal Technical cohort with 4 distinctions in the 'N' Levels National Examinations, and is currently studying at ITE College Central. Jason is also playing soccer for Singapore Soccer Academy and hopes to make the Singapore National Team in future.



## Cyber Wise & Streetwise

On 15 November 2011, Hewlett Packard gave our Streetwise youths a treat in the form of a Gaming Workshop held at DigiPen Institute of Technology. The youths learned how to create basic digital animation and games during the workshop. They also listened to an interactive talk on Cyber-Wellness at the end of the session.

### *WHAT OTHER YOUTHS SAY ABOUT SWP*

“The greatest impact SWP has left on me is it changed me from who I was to who I am. I changed, when I thought nobody could change me.”

“The activities keep me away from troubles and other bad habits.”

“Life changing and absolutely memorable”



We would like to thank Hewlett Packard for their generosity in giving our youths a fun and engaging learning experience!

## REACH Dragons

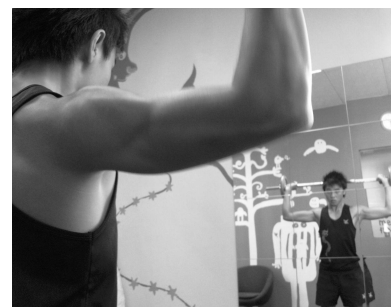
The REACH Dragons is a platform for youths to explore their strengths, grow their potential and challenge themselves through the sport of dragon boating.

We started with a humble team of 10 members. Today, we have grown to 45 members strong. New members continued to join us in 2011 as REACH Dragons became a point of convergence for youths from other programmes, such as Project Guiding Light, Enhanced STEP UP and Streetwise Programme.

Whether our teams are big or small, the REACH Dragons programme remains an immensely rewarding experience for youths and volunteers alike. We continue to see positive and powerful change in the lives of our REACH Dragon Youths as they grow in endurance, maturity and mental fortitude.



*Mental skills training before a race*



*Weights training*

## REACH Dragons



## The En Masse Dragons Project

A new development for 2011 was the En Masse Dragons Project. REACH Dragons took up a new challenge to bring the sport of dragon boating beyond Bishan. In May and June, we welcomed 50 youths from other youth organisations like:

- Beyond Social Services
- People's Association T-Net Club @ Bedok
- People's Association T-Net Club @ Sembawang
- People's Association T-Net Club @ Taman Jurong

These two months were fun and stimulating for everyone. Senior rowers from REACH Dragons learned to share their knowledge and expertise in the sport of dragon boating with the new youths who joined in the project. Through these coaching sessions with them, REACH Dragons developed leadership qualities and forged new friendships. The highlight of this project was the Novelty Race held on 21 June 2011. REACH Dragons and youths from the participating organisations raced against each other and had a good time of sportsmanship and fun in the sun.

## Races

As iron sharpens iron, REACH Dragons compete in a variety of races to test their mettle and push themselves to new heights. Here are a few races they took part in in 2011:

- PA Paddle Championship 2011 (April)
- Singapore Dragon Boat Festival 2011 (July)
- SDBA-AustCham 10KM Dragon Boat Challenge 2011 (August)
- 29th Singapore River Regatta 2011 (Nov)
- Sembawang Dragon Boat Racing Championship 2011 (Dec)

## The En Masse Dragons Project & Races

### REACH Dragons Speak:

**Too Chin Siang, Senior Rower of REACH Dragons / Coach of REACH Newbie Team / Men's National Dragon Boat Team:**

*"I feel very shocked that I can make it for the dragon boat national team and I find that this is a motivating factor for my team mates to excel better in this sport."*



**Harry Ang (not his real name), REACH Dragons U-17 Team:**

*"I would encourage others to join dragon boat because it's very fun. It's totally water sport. Anything that has to do with water is usually fun. It is also quite healthy, makes you become fitter. Dragon boat needs a lot of strength. I get to make quite a number of friends. When you join dragon boat, inside the boat itself, when you paddle the dragon boat, you get closer to your friends."*



REACH Dragons at the Sembawang Races

## REACH United

Soccer: the beautiful game. It continues to be beautiful whatever form it takes. In the stadium, on the turf or on the streets, the game breaks down barriers and unites all players in a community.

REACH United is a soccer team that reflects this beauty; and more. The team is born out of REACH Youth's wider efforts to engage youths-at-risk. Formed by youths from Project Guiding Light, the team unites people who are passionate about soccer. The team began the year 2011 with 8 boys and 2 adult volunteer mentors. It has now grown to 17 youths and 5 adults. During the course of the year, both volunteer mentors and youths bonded over the love of the game and have become fast friends.

REACH United has participated in many tournaments such as the Asian Women's Welfare Association's Brother Street Soccer Tournament, 2011 where they came in third place. They also competed in the Community Soccer Fiesta, 2011 at the end of the year. The team did not make it to the finals in this competition but they felt rewarded by their experiences. Said Coach Leong Wen Fong, "What the team lacks in experience, they make up with energy and the spirit of never giving up. Whenever they fall, they simply brush it off and rise again. This is something that even I can learn from."

The team has undergone many months of training and competition and they are now a stronger, more tight-knit team. The team's motto, 'Friendship, Character and Growth' has been driven home and internalised in the players' minds. According to members, the best thing about REACH United is that everyone is like family; they play together and also share about their lives with each other.

We look forward to more youths and more committed volunteers joining REACH United in the coming years—for the love of the game, and a love for the youths who are in it.



## REACH United



## Project Guiding Light

Project Guiding Light (PGL) is a one-year mentoring programme initiated by the Singapore Police Force 'E' Division. REACH Youth supports this initiative by facilitating the programme's mentoring component.

As with the previous year, REACH Youth engages students from Kuo Chuan Presbyterian Secondary; Whitley Secondary; Peirce Secondary; Bishan Park Secondary; First Toa Payoh Secondary; and Guangyang Secondary. Our mentors aim to build rapport and a friendship based on trust and understanding with these youths through various activities.

A highlight of this programme is the PGL Camp that happens annually. Newcomers to PGL are initiated into the programme through a time of fun and bonding. This year we have 51 youths enrolled under PGL.

Apart from the signature camp event, REACH Youth also organises a series of bonding activities. A notable event from this series is "FamJam!" which includes families of the youths in PGL. This is a family carnival that features games, good food and a parenting talk for parents.

### WHAT PARENTS HAD TO SAY ABOUT THE WORKSHOP

"Very impressive talk, simple tips that all of us can relate and can immediately use, very heart-warming talk and grateful that I came"

"Talking about issues close to heart definitely helps a lot"

### "Connecting With My Child" A parenting workshop at the FamJam! 2011 event, 25 June 2011



## Project Guiding Light





## REACH COUNSELLING HEAD'S MESSAGE

“Looking back at these pictures of 2011, I am filled with pride and renewed conviction of our purpose at REACH Counselling ... to have couples ‘start right, stay strong’ in marriage.”

Two pictures stand out in my mind as I recount 2011.

### ‘One, Two, Three or Six?’ Marriage Preparation Programme (MPP)

REACH Counselling hit the ground running with our MPP; we received enquiries from 138 couples and eventually served 55 couples who attended the programme. We are delighted in our work through the MPP as we see couples relating in a positive atmosphere and being willing to make changes as they prepare for marriage ahead.

Indeed, this echoes research that shows couples are more ready to work on change when love is abundant between them. We saw that our MPP work was truly preventive when some couples in the programme switched over to pre-marital counselling as problems surfaced beyond marriage preparation. In this context, couples could work on issues upfront and part amicably if marriage did not materialise. Truly, this is prevention at its core: when we help couples avert potential disaster in marriage. REACH Counselling is proud to be part of this constructive endeavour.

### Niche in Marital and Family Work

REACH Counselling has continued to underscore its specialist profile in *marriage and family work* through regular and consistent publicity messages. Through our key partners, Marriage Central and the Ministry of Community Development, Youth & Sports (MCYS), we have given extensive interviews on a wide range of issues within marriage—managing finance; in-laws; communication and conflict management; and so on—to various media platforms. These interviews with The Straits Times, fashion magazines and 938LIVE have increased our visibility and profile in marriage and family work. In addition, REACH Counselling has partnered Marriage Central in providing trainers for their talks. We also have a Chinese publication of “Is Your Marriage at Risk” due for printing with MCYS’s funding support. REACH Counselling hopes to have built increased awareness among our potential service users through these active publicity campaigns.

Looking back at these pictures of 2011, I am filled with pride and renewed conviction of our purpose at REACH Counselling. Having a lean but able team to invest time in marriage preparation underlies our conviction to have couples ‘start right, stay strong’ in marriage. Our staff find it fulfilling to grow our ideas of how we can keep working with couples as they journey in their relationships. For those who are just starting out in the counselling profession, the positivity of our MPP has been encouraging and supportive to their learning. For the more experienced counsellors, the positive effects of the MPP renew our hope and spur us on. Indeed, building expertise and excellence requires not only a clarity and discipline of focus but time and courage to be tenacious with our adopted strategy.

**Chang-Goh Song Eng**  
Head  
REACH Counselling

## REACH COUNSELLING

### Overview

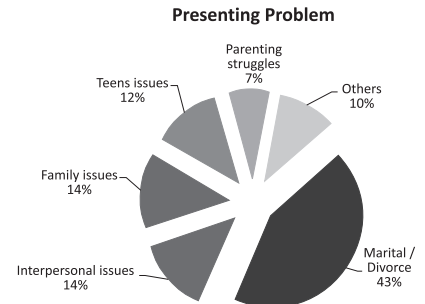
We began 2011 with a clear focus to concentrate on 3 core services: marital and family therapy, marriage preparation and marriage mentoring. Our distinct relevance, as you shall read in this report, lies in our ability to engage couples, at prevention and remedial support, to 'start right, stay strong' in marriage.

### INFORMATION & CONSULTATION

In 2011 REACH Counselling fielded a total of 97 new clients through telephone calls or walk-ins. This represents a modest increase of 6.6% from the previous year.

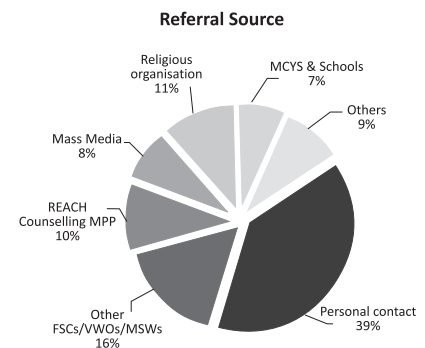
### Presenting Problems

2011's statistics shows us that REACH Counselling is on track in its specialist focus on marriage and family work. Our figures show that three issues continue to dominate: marital/divorce issues, interpersonal issues, and family issues. We are reaching the right people and providing the help they need.



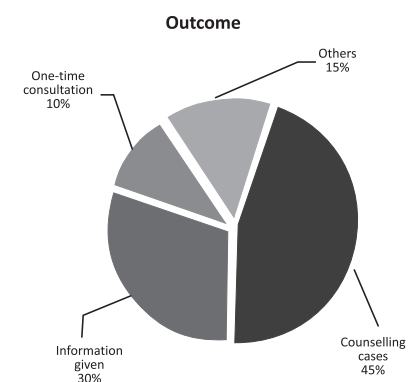
### Referral Sources

Our referral sources for new cases tell us that REACH Counselling's specialist profile for marriage and family work is gaining recognition. More than 50% comes through recommendation, which we take as a show of clients' acknowledgement of our expertise in marital and family therapy. We continue to work towards stronger and wider recognition within our community networks, which includes governmental and non-governmental organisations.



### Outcome Of Referral

The majority of the intake was registered and seen as counselling cases (45%). This statistic is a strong signal to us that the need for counselling services is great indeed!



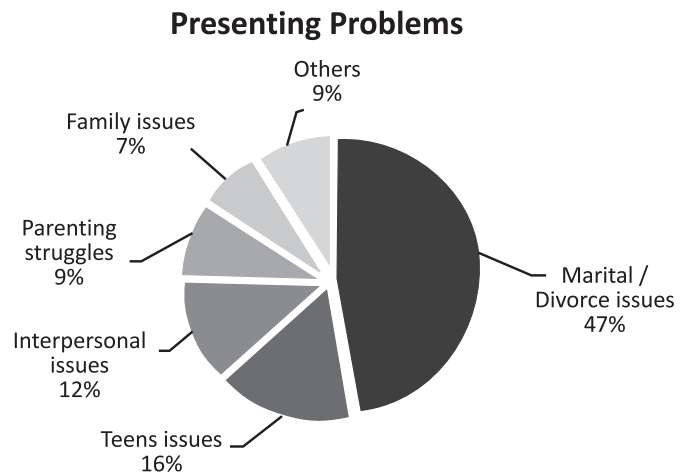
### COUNSELLING

In the big scheme of things, REACH Counselling saw an overall increase of 31% in the total number of cases handled in a year for 2011. We continue to receive more new cases year-on-year.

	2011	2010
Cases as at start	35	15
New cases	58	56
Closed cases	59	36
Cases as at end	34	35
Cases handled in the year	93	71
Total sessions	224	220

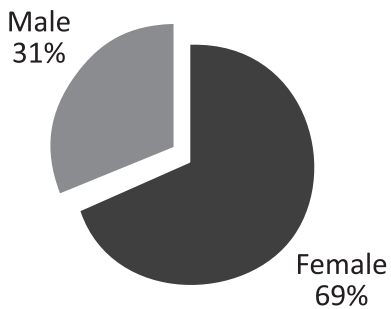
### Presenting Problems Of New Cases

Presenting problems of new counselling cases are similar to that of 2010: Marital and divorce issues remain at the top of the list (47%). The data suggests strongly that there is an ever increasing demand for marital counselling.

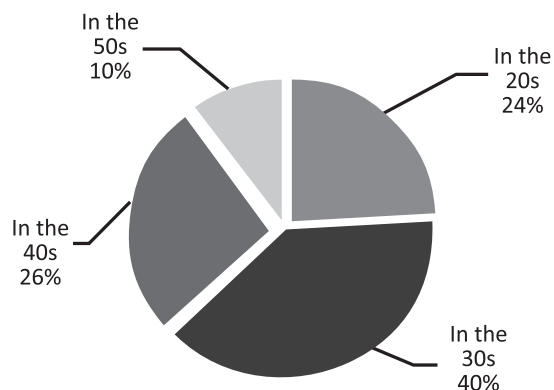


### Client Profile Of New Cases In 2011

#### Gender



#### Age (years)



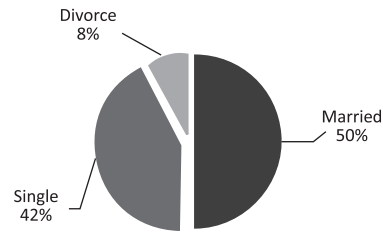
Our client profiles for new cases sum up for us certain key observations:

Broadly speaking, more females (69%) initiated counselling for themselves, or for their family, than males (31%).

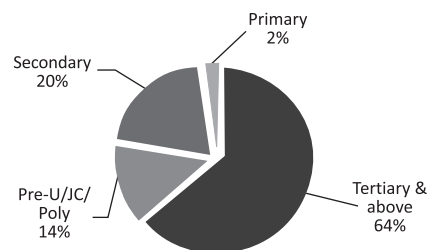
Married couples in their 30s (40%) and 40s (26%) dominate total clientele numbers. They are also likely to be educated at tertiary level.

This tells us that tertiary graduates now have a more open mind to the idea of counselling. The data also suggests two common points at which marriages run into trouble: It is either at the start of a marriage where couples work to adjust to each other, or it is later on when marriages are under strain and stress from the twin demands of career and family as they jostle for priority.

### Marital Status

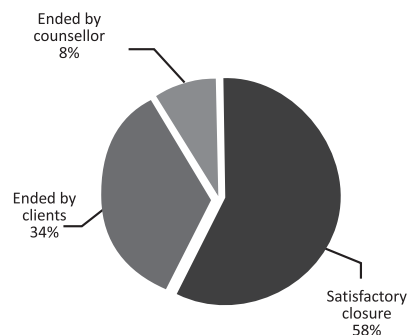


### Education level



## Case Closure

REACH Counselling closed 59 cases in 2011. 58% of these cases closed satisfactorily with clients experiencing some resolution to their issues. Yet, we saw 34% of cases drop out of counselling prematurely.



REACH Counselling is concerned about this high dropout rate. We want to ensure that our counselling service remains relevant and helpful to our clients. With this in mind, effective 2012, we will implement a performance metric scale for clients to rate each counselling session. Counsellors will utilise the rating to evaluate how useful, or not, the session has been for the clients.

## One, Two, Three or Six? Marriage Preparation Programme (MPP)

Marriage Preparation Programme (MPP) was the highpoint of REACH Counselling in 2011. The programme served 55 couples this year—a 400% increase from just 9 couples in 2010! We were able to achieve this success because of strong support from Marriage Central and MCYS, through whom we received many referrals and wide media coverage. We were also pleased to note that many new registrations were due to strong recommendations from previous participants.

Along with the above highlights, we are pleased to report that REACH Counselling was approved as an MCYS-supported agency for their newly introduced, mandatory MPP for minors. Introduced in September 2011, this compulsory programme must be completed by minors (aged between 18-21 years) before they are allowed to proceed with marriage application.

We believe REACH Counselling's MPP offers great value in two ways. Firstly, our counsellors strive to provide a safe environment for couples to learn and bond with each other while they jointly construct a model for their life together in marriage. As they do this, we anchor in them critical skills for a successful marriage: communicating effectively with each other; conflict resolution; and how to stay the commitment. Secondly, we have also customised the MPP for transnational and remarrying couples. The programme helps them anticipate potential areas of conflict, such as cross cultural adaptation; the impact of past relationships; blended families; and step-parenting.

### *What our MPP clients say...*

"Excellent course; was not what I expected – 2 thumbs up!"

"This was very good, and I feel more ready for marriage now. The couple interaction, and educator's skills and direction were very useful."

"The counsellor did a good job. She was objective and was able to see both sides."

"This course has enriched us with communication & conflict management skills, which prepare us better for our marriage."

"I'm prepared to devote more of my time and energy to 'us', instead of just 'me'"

"I am more confident in dealing with conflicts as I know better where it stems from."

"The session covered aspects that were previously unknown or difficult for us."

"Understanding of what to expect & what else to work on"



## BUILDING ENDURING MARRIAGES AND RESILIENT FAMILIES

REACH Counselling believes that marriage is a journey, not a destination. It is with this understanding in mind that we have produced our Marriage Mentoring and Marriage Enhancement Programmes. They both aim to keep marriages on track and thriving through different approaches. The mentoring programme uses 'para-guidance' from experienced couples who have "been there, done that" to help young couples start right and stay strong in their marriages. Our enhancement programme is all about keeping the fun and romance in marriage. Events are used to create opportunities for couples to rekindle romance and deepen emotional ties with each other.

### Through Marriage Mentoring...

Upon completion of the MPP, couples are encouraged to carry on to Marriage Mentoring. 3 couples, in their first year of wedded life, participated in our mentoring programme in 2011. They found a listening ear in their mentors as they talked through the challenges of early marital adjustment. They were also guided through typical issues such as roles; expectations; money management; and relating with in-laws. Having mentors around to provide a space for working through these issues helped the couples keep things in perspective as they managed their marriages.

### ... National Marriage Campaign ...

REACH Counselling continues to support Marriage Central's annual national campaign, Real Love Works. In conjunction with Real Love Works 2011, we organised a marriage enhancement programme entitled "Marriage Rocks Celebration". The programme brought together 32 couples in different stages of marriage. Over a fun time of barbecuing and conversation, newlyweds and "veteran" couples enjoyed a time of sharing and learning from each other. As the event came to a close, each couple felt that they had deepened their connections with each other; they had also built bonds with other couples. We hope to continue organising events that foster community camaraderie to support couples through different seasons in their marriages.

### ... and Marriage Enhancement

In 2011, REACH Counselling collaborated with Marriage Central in the following workshops:

Our Workshops for 2011	Participant Numbers
Couple communication @ Marriage Rocks Celebration	32
Marriage-to have and not to hold	50
Beyond the honeymoon-building commitment	40
\$\$\$ not enough-Making money work for your marriage	50
\$\$\$ not enough-Making money work for your marriage	35

# *Stories Behind The Numbers*



## **On The Path To Self-Determination**

Betty, a single mother, is the sole breadwinner and caregiver for her mother and two young children. Her husband, a repeat offender for drug trafficking and consumption, is in jail again.


When the burden of care first fell on Betty, she went to work as a waitress. However, as the primary caregiver of her two children, she was only able to work part-time, earning only \$200 a month. This was not enough for daily sustenance. Betty approached REACH FSC in desperation, distraught with stress and having frequent thoughts of suicide.

With the help of her social worker, Betty received the help she needed. She was given interim financial assistance, food rations and grocery vouchers to tide her family over this difficult period; but things did not stop there. Betty's social worker wanted to help Betty stand on her own feet and manage her life well.

Initially, change was not easy. Betty was despondent and not motivated to deal with her problems. Her social worker persevered with her, patiently challenging Betty to see that change was possible and that life could be different if she tried.

Slowly but surely, Betty has made steps towards self-determination. With her social worker's help, Betty has found a full-time job that provides her with higher, more regular income. She is no longer in need of financial assistance and, after 6 months of work, has been able to put her kids in childcare. Betty continues to come to REACH FSC for counselling sessions where she is able to talk through her problems and work out ways to manage her problems.

Betty has emerged stronger from her ordeals. We are glad to have made this journey with her and continue to walk beside her as she becomes more resilient.



## Standing Strong Then Moving On

Diana came to REACH FSC a sad, angry, resentful person after breaking up with her boyfriend of two years. She had given everything up for her boyfriend and organised her life around him, but now it was all over. She felt like committing suicide.

Our counsellor helped Diana pick herself up one step at a time. During counselling sessions, Diana started to reflect on her feelings over the loss of her relationship and to make sense of key events that led to the break-up. During the three months following her first visit to REACH FSC, our counsellor also encouraged Diana to spend more time with her family and think about developing an interest. These would help her as she coped with the break-up.

After three months, Diana showed good progress. She could now reflect more calmly and objectively about her past relationship and talk through her feelings. She was also starting to structure her life differently, re-organising it and becoming more independent. By her final counselling session, our counsellor saw that Diana was more certain of herself and had come to terms with the break-up. She was also engaged in community work and had a more positive outlook on life.

## Home Coming

Serene, a 55 year-old divorcee, along with her youngest daughter and 6-year-old granddaughter, came to REACH FSC for help as they had been homeless for 3 months. At that point, the family was fatigued and in dire straits. Serene, the main caregiver, was feeling desperate and alone in her search for a home for her family, especially for her young, innocent granddaughter. The thoughts of her other children, who were unwilling to help them, were so overwhelming that they drove Serene towards suicidal tendency.

When our social worker met Serene and her family, the social worker was very concerned about the safety of Serene and her granddaughter. The worker quickly assessed their situation and ascertained that they truly needed help to resolve their housing problem. In collaboration with another caseworker from the Central Singapore Community Development Council, our social worker appealed for a rental flat for Serene and her family.

As they waited for the outcome of the appeal, the social worker met Serene on a regular basis to provide emotional support to help her to fend off suicidal thoughts. This supportive relationship with our social worker gave Serene the strength to hang on and not give up. As the worker continued to engage Serene to explore different ways to deal with her difficulties, Serene was able to identify what she could do to help her family.

After months of tarrying and waiting with Serene, the outcome of the appeal finally came. The social worker is grateful that HDB has understood the plight of the family and granted them a rental flat. The challenge remains for Serene to build her family, but within a new place called home!



## Start Right, Stay Strong

Jane and Ben are well-educated working professionals in their 30s whose personalities exemplify the saying 'opposites attract'. While Ben is measured and reflective, Jane is chirpy and spontaneous. They attended REACH Counselling's MPP with the aim of talking through each other's expectations of their roles in marriage.

As they recounted their love story, they came across as a sorted couple. They shared an ease and maturity of communication. They were also able to articulate eloquently that they had "no illusions" about love, understanding that each had to put in effort to know the other deeply in marriage. When they were assessed with the Taylor-Johnson Temperament Analysis, results supported what they knew about self and other. Indeed, they were opposites but complementary ones at that.

Although Jane and Ben were in a good place with each other there were still rough edges to smooth out. For one, they had to work out their expectations of the roles a husband and wife should fulfil within marriage. There was also the possibility of role reversal to consider and how they would deal with the reversal if it arose. Another matter that surfaced during the MPP was that of an unhealthy communication pattern that was developing between them unknowingly. When exploring their family-of-origin stories, the couple discovered that their perceptions of each other were rather negative. Ben realised that he often thought of Jane as having been spoiled as a child. On her part, Jane felt Ben was judgemental and unaccepting of her ways and words. These perceptions were hindering effective communication between them and impairing their relationship.

As Jane and Ben continued with the MPP, we helped them to develop a keener self-awareness that enabled each one to understand the other better. For instance, Ben realised that he valued his independent and solitary ways over Jane's supposed spoilt nature because of the way he had grown up: He was often fending for himself, his mother and siblings in a mostly absent father-figure household. Over time, Jane and Ben arrived at more positive perceptions of each other as they shifted their views to 'the present', allowing for what was current to shape their understanding. They also applied this new-found understanding to the issue of possible role reversal as we facilitated their discussions.

When the MPP was concluded Jane and Ben were in a better place with each other than when they first began. They were very appreciative of our time and work invested in helping them tackle latent issues that could have impacted their marriage later on. As they moved forward with love in full bloom, they sent us blooms too—a beautiful flower bouquet and a cushion to encourage us to continue our good work at REACH Counselling.

## At Wit's End

Janet was at her wit's end— the fights with her husband, Andy, knew no end. When he was angry, he would shout at her at the top of his voice. His spiteful, caustic and foul language would leave her feeling helpless, emotionally drained. She could not sleep and was not eating well. She had also fallen into depression, losing interest in people and the things around her for the past year. She wanted to end it all; the pain was too much to bear.

Melissa, one of Janet's few friends, persuaded her to seek help from REACH Counselling. Although Janet was willing, Andy was not. He did not believe in counselling. Out of desperation, Janet issued her ultimatum— counselling would be the last resort to save their turbulent marriage. Andy reluctantly agreed.

Initially, Andy was sceptical that counselling could help. Sensing his reticence during the first session, the counsellor explained her role in facilitating discussions between couples. She clarified that she would only be assisting them to find in themselves the resources to solve their problems.

This put Andy at ease; thus, in the safety of the session, both husband and wife poured out their grievances. The counsellor observed that Andy and Janet still cared for each other, but had difficulty communicating and managing their conflicts. At the same time, there were family-of-origin issues to be resolved; this was especially so for Andy whose family tree had a history of men being hot-tempered and losing control of their anger.

Both Andy and Janet felt heard and understood in their first counselling session and decided to continue with more. In the process, the counsellor facilitated their communication and equipped them with conflict management tools. As they moved along, the couple gained insight into their pattern of communication and what would trigger conflict. They also learned to listen and to understand each other's underlying needs and concerns.

Individually, Janet sought concurrent medical help to stabilise her emotions and so improve her physical well-being. This enabled Janet to have energy to work on her marital relationship. Andy also sought help separately for his anger management issues.

Together, Andy and Janet now feel ready to attempt managing their marital issues on their own. They do so, confident that the counsellor's door is always open if they need help. In their last session, the couple mentioned that they were trying to take regular walks together to ease the stresses in their daily living and help them communicate better.



## Taking Ownership In Life

Asher was a 15 year-old who was living life aimlessly. His grades were lacklustre and he wasn't motivated to study because he had no clear purpose to work towards. He had fallen into the wrong company during his early days in secondary school.

Asher's turning point came soon after regular meetings with our social worker. Asher was challenged to think about what he wanted for his life ahead—what did he really want to be? After much discussion, Asher realised that he had not given any thought to what life might be like after secondary school; he had been drifting through the days. He came to understand that the key to opening a future with vast possibilities was good 'O' Level results. Seized by this moment of clarity, he set himself to work very hard for his 'O' Level exams. He was so focussed on achieving success that he also volunteered at REACH Family Service Centre to gain Community Involvement Programme (CIP) hours to increase his chances of getting into the course he had chosen at polytechnic.

His efforts paid off: Asher scored well in his 'O' Level exams. He is now enrolled in his course of choice at the polytechnic he wanted to attend. REACH Youth is proud of him for achieving his inner potential and reaching for his dreams!

## Back In The Game

Andy's problems of truancy started at the end of his Secondary 2 year. During the December holidays, he lost himself in enjoyments and pleasure with friends. Falling into a pattern of playing, sleeping late and waking up very late the next day, he could not find the motivation to discipline himself for the new school term after holidaying with abandon.

There was also no one to guide him at home. His single mother worked long hours at the coffee shop and did not have the time to supervise him. Andy was left to his own devices. He would skip school and while his time away playing computer games. On occasion, he would meet his friends after school hours to play.

Through the Enhanced STEP-UP programme, our social worker befriended Andy and established a trusting friendship. He challenged Andy to think about where his life was going. Did he want it to continue as it was, or did he want something different? After some thought, Andy admitted that he was bored and he missed being in school with his friends.

Taking one small step at a time, Andy made changes to his life. Although it was very hard, he strived to wake up on time to go back to school. Our social worker journeyed beside Andy, encouraging him not to give up. Once he made it back to school, Andy became very self-motivated to catch up on school work and move forward alongside his peers.

At this time of writing, we are glad to report that Andy continues to do well in school and is currently preparing for his 'N' level examinations.





## Rebel No More

Johnny used to be a typical picture of the rebel youth. In temperament he was aggressive and defiant of figures of authority. He often had confrontations with other youths and had run away from home several times. At the time of meeting with our social worker through the Enhanced STEP-UP Programme, Johnny had lost focus in his studies and did not have any motivation to attend school regularly.

Our social worker sought to befriend Johnny and understand him better. Despite losing focus in his studies, Johnny was still interested in getting his qualifications. The only issue was that he hated the rigid school system and wanted to get out of it. His rebellious nature had its causes in a strained relationship with his parents. They could not speak to each other without flaring up.

Having established rapport and built trust with Johnny, our social worker was able to work through Johnny's problems with him. To help Johnny get his qualifications, our social worker encouraged him to work towards a concrete goal of passing his 'N' Level examinations so that he could leave school with a good record. He could then be free to pursue his 'O' Level education at a private institution, where the school system would not be as rigid and confining. Johnny agreed to this plan of action and set himself to the task.

Along the way, our social worker also reached out to Johnny's parents as he helped Johnny manage his emotions and conflicts with them. Helping to manage the strain in the parental-child relationship was difficult but the process bore fruit. As Johnny worked on his studies for the 'N' Level examinations, the situation at home improved. There were fewer outbursts and crisis episodes. Johnny also stopped running away from home.



In January 2011, Johnny achieved his goal of completing his 'N' Level examinations successfully. He is now enrolled in a private institution and working towards obtaining his 'O' Level certificate.

## ORGANISATIONAL PROFILE

### MANAGEMENT COMMITTEE

PRESIDENT  
Ho Siew Cheong

VICE PRESIDENT  
Sin Lye Kuen

HONORARY SECRETARY  
Rodney Chang Lai Mun

HONORARY TREASURER  
Lynda Cham Lee Fin

COMMITTEE MEMBERS  
Alex Tee Chin Ee  
Jefferson Lee Seow Chuan  
Khoo Seok Lin  
Sia Siew Kien

CO-OPT MEMBERS  
Kan Yoke Leng  
Katie Tan Yan Loo  
Sandy Low Shien Ning

### SUB-COMMITTEES

FINANCE  
Jefferson Lee Seow Chuan  
Kan Yoke Leng  
Lynda Cham Lee Fin

FUNDRAISING  
Sia Siew Kien  
Sandy Low Shien Ning  
Teo Tze Wei

HUMAN RESOURCE  
Rodney Chang Lai Mun  
Chan Kim Mui  
Khoo Seok Lin

STRATEGIC & PROGRAMME PLANNING  
Alex Tee Chin Ee  
Ho Siew Cheong  
Khoo Seok Lin  
Sin Lye Kuen

### PERSONNEL TEAM

#### REACH COMMUNITY SERVICES SOCIETY

Ng Ai Ling, EXECUTIVE DIRECTOR

Rachel Leong, BUSINESS & ADMINISTRATION MANAGER

Doreen Kwai, ACCOUNTS & ADMINISTRATION EXECUTIVE

#### REACH FAMILY SERVICE CENTRE

Terence Yow, CENTRE DIRECTOR

Joe Chan, SENIOR SOCIAL WORKER

Lee Yoke Mey, SENIOR COUNSELLOR

Christopher Loh, SOCIAL WORKER

Corine Quek, SOCIAL WORKER

Lee Hui Yi, SOCIAL WORKER

Sandra Lim, SOCIAL WORKER

Jaslyn Tan, SOCIAL WORKER

Angeline Jayanthani, COUNSELLOR

Edmond Phon, COUNSELLOR

Fiona Seah, COUNSELLOR

Josephine Ong, COUNSELLOR

Suzanna Lee, COUNSELLOR

Derrick Lau, COUNSELLOR

Michelle Chin, SOCIAL WORK ASSOCIATE

Doreen Chong, PROGRAMME EXECUTIVE

Tay Lay Tshin, ADMINISTRATIVE ASSISTANT

#### REACH COUNSELLING

Chang-Goh Song Eng, HEAD, COUNSELLING

Grace Lim, SENIOR THERAPIST

Flora Chin, COUNSELLOR

Mok Sin Lai, COUNSELLOR

## ACKNOWLEDGEMENTS

REACH Community Services Society would like to extend our heartfelt thanks to the following:

Our donors for their ongoing, generous financial support:

CapitaLand Hope Foundation  
 Community Chest of Singapore  
 Grace Assembly of God Singapore  
 Kwan Im Thong Hood Cho Temple  
 Ministry of Community Development, Youth and Sports (MCYS)  
 National Council of Social Service  
 President's Challenge  
 Singapore Totalisator Board  
 The National Forwarder (Singapore) Pte Ltd  
 All individual and corporate donors

Our community partners for their invaluable support in our services:

Agency for Integrated Care  
 Beyond Social Services  
 Bishan East Citizens' Consultative Committee, Community Club & Residents' Committees  
 Bishan HDB Branch Office  
 Bishan Neighbourhood Police Centre  
 Bishan North Citizens' Consultative Committee, Community Club & Residents' Committees  
 Bishan-Toa Payoh Town Council  
 Central Singapore Community Development Council  
 Centre for Fathering Singapore  
 Counselling and Care Centre  
 Criminal Investigation Department, Singapore Police Force  
 Eagles Mediation & Counselling Centre  
 Family Development Group, MCYS  
 Focus on the Family Singapore  
 Greendale Secondary School  
 Health Promotion Board  
 Kuo Chuan Presbyterian Secondary School  
 Marriage Central  
 Methodist Welfare Services  
 Nanyang Girls' High School  
 National Population and Talent Division, Prime Minister's Office  
 National Volunteer & Philanthropy Centre  
 National University of Singapore (Department of Social Work)  
 National Youth Council  
 Peirce Secondary School  
 People's Association T-Net Club @ Bedok  
 People's Association T-Net Club @ Geylang West  
 People's Association T-Net Club @ Sembawang  
 People's Association T-Net Club @ Taman Jurong  
 Raffles Institution  
 The Boys' Brigade in Singapore  
 Singapore Dragon Boat Association  
 Singapore Institute of Management University (Social Work)  
 Singapore Press Holdings  
 COMNET @ Sin Ming Seniors Activity Centre  
 Thomson Citizens' Consultative Committee, Community Club & Residents' Committees  
 TOUCH Family Services  
 All other FSCs & VWOs whom we have worked with in 2011

*Financial Report 2011*

**REACH Community Services Society**  
(Registered under the Societies Act, Chapter 311)  
(Incorporated in the Republic of Singapore)  
(Unique Entity No. S98SS0144L)

**Annual Report for the financial year ended  
31 December 2011**

Associated With

**Smith & Williamson**

**Nexia TS Public Accounting Corporation**

UEN: 200507237N

Incorporated with limited liability

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Singapore    Shanghai

**REACH Community Services Society**  
*(Registered under Societies Act, Chapter 311)*

**Annual Report**  
*For the financial year ended 31 December 2011*

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**REACH COMMUNITY SERVICES SOCIETY**

**STATEMENT BY THE MANAGEMENT COMMITTEE**

*For the financial year ended 31 December 2011*

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We, **Ho Siew Cheong** and **Cham Lee Fin** on behalf of the Management Committee, do state that in our opinion, the financial statements set out on pages 4 to 19 are drawn up so as to give a true and fair view of the state of affairs of the Society as at 31 December 2011 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



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HO SIEW CHEONG  
President



---

CHAM LEE FIN  
Honorary Treasurer

**Singapore**

02 APR 2012

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## **Independent Auditor's Report to the Members of REACH Community Services Society**

### **Report on the Financial Statements**

We have audited the accompanying financial statements of REACH Community Services Society (the "Society") which comprise the balance sheet as at 31 December 2011, the statement of comprehensive income, statement of changes in funds and statement of cash flows for the financial year then ended, and a summary of significant accounting policies and other explanatory information.

#### *Management's Responsibility for the Financial Statements*

Management is responsible for the preparation of financial statements that give a true and fair view in accordance with the provisions of the 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 sheets and to maintain accountability of assets.

#### *Auditor's 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 judgement, 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 controls relevant to the entity's preparation of the 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 controls. 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 financial statements.

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

**Independent Auditor's Report to the Members of  
REACH Community Services Society  
(Continued)**

*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 2011 and the results, changes in funds and cash flows of the Society for the year then ended on that date.

*Other Matter*

The financial statements of REACH Community Services Society for the year ended 31 December 2010 were audited by another independent auditor who expressed an unqualified opinion on those financial statements on 14 February 2011.

**Report on Other Legal and Regulatory Requirements**

In our opinion, the accounting and other records required by the Act to be kept by the Society have been properly kept in accordance with the provisions of the Act.



**Nexia TS Public Accounting Corporation  
Public Accountants and Certified Public Accountants**

**Singapore**

**02 APR 2012**

## REACH COMMUNITY SERVICES SOCIETY

### BALANCE SHEET

As at 31 December 2011

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	Note	2011 S\$	2010 S\$
<b>ASSETS</b>			
<b>Current assets</b>			
Cash and cash equivalents	3	3,107,690	2,698,976
Other receivables		6,526	26,345
Deposits		976	961
		<u>3,115,192</u>	<u>2,726,282</u>
<b>Non-current assets</b>			
Renovation and equipment	4	<u>51,166</u>	<u>18,652</u>
<b>TOTAL ASSETS</b>		<u>3,166,358</u>	<u>2,744,934</u>
<b>FUNDS AND LIABILITIES</b>			
<b>Current liabilities</b>			
Other payables	5	<u>163,492</u>	<u>66,818</u>
<b>Funds</b>			
Accumulated surplus		<u>3,002,866</u>	<u>2,678,116</u>
<b>TOTAL FUNDS AND LIABILITIES</b>		<u>3,166,358</u>	<u>2,744,934</u>

*The accompanying notes form an integral part of these financial statements.*

**REACH COMMUNITY SERVICES SOCIETY**

**STATEMENT OF COMPREHENSIVE INCOME**

*For the financial year ended 31 December 2011*

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	Note	2011 S\$	2010 S\$
Income	6	1,777,752	1,844,830
Programme expenses	7	(693,350)	(479,037)
Staff salaries and related costs	8	(657,229)	(466,266)
Other operating expenses		(102,423)	(90,679)
		<u>(1,453,002)</u>	<u>(1,035,982)</u>
<b>Surplus for the year, representing total comprehensive income</b>		<u>324,750</u>	<u>808,848</u>

*The accompanying notes form an integral part of these financial statements.*

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**REACH COMMUNITY SERVICES SOCIETY**

**STATEMENT OF CHANGES IN FUNDS**

*For the financial year ended 31 December 2011*

---

	<b>Accumulated surplus S\$</b>
<b><u>2011</u></b>	
Balance at 1 January 2011	2,678,116
Total comprehensive income	324,750
Balance at 31 December 2011	<u>3,002,866</u>
<b><u>2010</u></b>	
Balance at 1 January 2010	1,869,268
Total comprehensive income	808,848
Balance as at 31 December 2010	<u>2,678,116</u>

*The accompanying notes form an integral part of these financial statements.*

## REACH COMMUNITY SERVICES SOCIETY

### STATEMENT OF CASH FLOWS

For the financial year ended 31 December 2011

	Note	2011 S\$	2010 S\$
<b>Cash flows from operating activities</b>			
Surplus for the year		324,750	808,848
Adjustments for:			
- Depreciation charges	4	22,104	5,959
- Interest income	6	(11,681)	(7,002)
- Gain on disposal of equipment		(133)	-
		<u>10,290</u>	<u>(1,043)</u>
Changes in working capital			
- Other receivables		19,819	(26,345)
- Deposits		(15)	(380)
- Other payables		96,674	(9,331)
<b>Cash generated from operations</b>		<u>451,518</u>	<u>771,749</u>
<b>Cash flows from investing activities</b>			
Interest received		11,681	7,002
Proceeds from disposal of equipment		133	-
Purchase of equipments	4	(54,618)	(12,564)
<b>Net cash used in investing activities</b>		<u>(42,804)</u>	<u>(5,562)</u>
<b>Net increase in cash and cash equivalents</b>		408,714	766,187
Cash and cash equivalents at beginning of the year		<u>2,698,976</u>	<u>1,932,789</u>
<b>Cash and cash equivalents at end of the year</b>	3	<u>3,107,690</u>	<u>2,698,976</u>

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

## REACH COMMUNITY SERVICES SOCIETY

### NOTES TO THE FINANCIAL STATEMENTS

*For the financial year ended 31 December 2011*

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

#### 1. General information

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

The Society is registered under the Societies Act, Chapter 311 since 1998.

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.

The financial statements were authorised for issue in accordance with resolution of the Management Committee on <Date>.

#### 2. Significant accounting policies

##### 2.1 Basis of preparation

The financial statements have been prepared in accordance with Singapore Financial Reporting Standards ("FRS"). The financial statements have been prepared under the historical cost convention, except as disclosed in the accounting policies below.

The preparation of these financial statements in conformity with FRS requires management to exercise its judgement in the process of applying the Society's accounting policies. It also requires the use of certain critical accounting estimates and assumptions.

Estimates, assumptions and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. There are no areas involving higher degree of judgement or complexity, or areas where estimates and assumptions are significant and critical to the financial statements.

##### ***Interpretations and amendments to published standards effective in 2011***

On 1 January 2011, the Society adopted the new or amended FRS and Interpretations to FRS ("INT FRS") that are mandatory for application from that date. Changes to the Society's accounting policies have been made as required, in accordance with the transitional provisions in the respective FRS and INT FRS.

## REACH COMMUNITY SERVICES SOCIETY

### NOTES TO THE FINANCIAL STATEMENTS

*For the financial year ended 31 December 2011*

---

#### 2. Significant accounting policies (continued)

##### 2.1 Basis of preparation (continued)

The adoption of these new or amended FRS and INT FRS did not result in substantial changes to the Society's accounting policies and had no material effect on the amounts reported for the current or prior financial years.

##### 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.

##### 2.3 Renovation and equipment

Renovation and equipment are recognised at cost less accumulated depreciation and accumulated impairment losses.

Subsequent expenditure relating to renovation and equipment that has already been recognised is added to the carrying amount of the asset only when it is probable that future economic benefits associated with the item will flow to the Society and the cost of the item can be measured reliably.

Depreciation is calculated using the straight-line method to allocate depreciable amounts over their estimated useful lives. The estimated useful lives are as follows:

	<u>Useful lives</u>
Computers	3 years
Furniture, fittings and office equipment	5 years
Renovation	3 years

Fully depreciated assets are retained in the accounts until they are no longer in use.

The residual values, estimated useful lives and depreciation method of equipment are reviewed, and adjusted as appropriate, at each balance sheet date. The effects of any revision are recognised in profit or loss when the changes arise.

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

## REACH COMMUNITY SERVICES SOCIETY

### NOTES TO THE FINANCIAL STATEMENTS

*For the financial year ended 31 December 2011*

---

#### **2. Significant accounting policies (continued)**

##### **2.4 Financial assets**

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 rate 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 is 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.

##### **2.5 Cash and cash equivalents**

Cash and cash equivalents comprise cash balances, cash at banks and unpledged fixed deposits with financial institutions which are subject to an insignificant risk of changes in value.

## REACH COMMUNITY SERVICES SOCIETY

### NOTES TO THE FINANCIAL STATEMENTS

*For the financial year ended 31 December 2011*

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#### **2. Significant accounting policies (continued)**

##### **2.6 Financial liabilities**

The Society classifies its financial liabilities as financial liabilities at amortised cost.

Financial liabilities are recognised on the balance sheet when, and only when, the Society becomes a party to the contractual provisions of the financial instruments and are recognised initially at fair value, plus, directly attributable transactions costs.

Subsequent to initial recognition, financial liabilities are measured at amortised cost using the effective interest rate method. A financial liability is derecognised when the obligation under the liability is extinguished.

##### **2.7 Other payables**

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

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

##### **2.8 Provisions**

Provisions are recognised when the Society has a present obligation (legal or constructive) where, as a result of a past event, it is probable that an outflow of resources embodying economic benefits will be required to settle the obligation and a reliable estimate can be made of the amount of obligation.

## REACH COMMUNITY SERVICES SOCIETY

### NOTES TO THE FINANCIAL STATEMENTS

*For the financial year ended 31 December 2011*

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#### **2. Significant accounting policies (continued)**

##### **2.9 Income recognition**

Donations and other charitable contributions are recognised when received or when the donation is formally expressed either in writing or through electronic means.

Interest income is recognised on a time proportion basis, taking account of the principal outstanding and the effective interest rate applicable.

Revenue from rendering of services such as counselling and marriage preparation workshops is recognised when services are rendered.

##### **2.10 Government grants**

Government grants are recognised when there is reasonable assurance that the Society will comply with the related conditions and 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 of obligations attached to the grant.

Grants related to assets are either offset against the carrying amount of the relevant assets 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 assets.

##### **2.11 Impairment of non-financial assets**

Renovation and equipments are reviewed for impairment whenever there is any objective evidence or indication that these assets may be impaired.

For the purpose of impairment testing of the assets, the recoverable amount (i.e. the higher of the fair value less cost to sell and the value-in-use) 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, the recoverable amount is determined for the cash-generating unit ("CGU") to which the asset belongs.

## REACH COMMUNITY SERVICES SOCIETY

### NOTES TO THE FINANCIAL STATEMENTS

*For the financial year ended 31 December 2011*

---

#### **2. Significant accounting policies (continued)**

##### **2.11 Impairment of non-financial assets (continued)**

If the recoverable amount of the asset (or CGU) is estimated to be less than its carrying amount, the carrying amount of the asset (or CGU) is reduced to its recoverable amount. The difference between the carrying amount and recoverable amount is recognised as an impairment loss in profit or loss.

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 the 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 accumulated 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.

##### **2.12 Employee benefits**

###### Defined contribution plans

The Society's contributions to defined contribution plans are recognised as employee compensation expense when the contributions are due, unless they can be capitalised as an asset.

###### Employee leave entitlement

Employee entitlements to annual leave are recognised when they accrue to employees. A provision is made for the estimated liability for annual leave as a result of services rendered by employees up to the balance sheet date.

##### **2.13 Operating leases**

Lease 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.

##### **2.14 Taxation**

The Society is registered as a charity under the Charities Act and is exempted from income tax under Section 13(1)(zm) of Income Tax Act, Chapter 134.

**REACH COMMUNITY SERVICES SOCIETY**

**NOTES TO THE FINANCIAL STATEMENTS**

*For the financial year ended 31 December 2011*

**3. Cash and cash equivalents**

	<b>2011</b>	<b>2010</b>
	<b>S\$</b>	<b>S\$</b>
Cash at bank and on hand	1,798,742	1,693,536
Short-term bank deposits	1,308,948	1,005,440
	<u>3,107,690</u>	<u>2,698,976</u>

**4. Renovation and equipment**

	<u>Computers</u>	<u>Furniture, fittings and office equipment</u>	<u>Renovation</u>	<u>Total</u>
	S\$	S\$	S\$	S\$
<b>2011</b>				
<b><u>Cost</u></b>				
Beginning of financial year	58,597	122,219	300,645	481,461
Additions	32,977	21,641	-	54,618
Disposals	(50,703)	(25,745)	-	(76,448)
End of financial year	<u>40,871</u>	<u>118,115</u>	<u>300,645</u>	<u>459,631</u>
<b><u>Accumulated depreciation</u></b>				
Beginning of financial year	56,683	105,482	300,644	462,809
Depreciation charges	12,853	9,251	-	22,104
Disposals	(50,703)	(25,745)	-	(76,448)
End of financial year	<u>18,833</u>	<u>88,988</u>	<u>300,644</u>	<u>408,465</u>
<b><i>Net book value</i></b>				
End of financial year	<u>22,038</u>	<u>29,127</u>	<u>1</u>	<u>51,166</u>
<b>2010</b>				
<b><u>Cost</u></b>				
Beginning of financial year	58,597	109,655	300,645	468,897
Additions	-	12,564	-	12,564
End of financial year	<u>58,597</u>	<u>122,219</u>	<u>300,645</u>	<u>481,461</u>
<b><u>Accumulated depreciation</u></b>				
Beginning of financial year	54,818	101,388	300,644	456,850
Depreciation charges	1,865	4,094	-	5,959
End of financial year	<u>56,683</u>	<u>105,482</u>	<u>300,644</u>	<u>462,809</u>
<b><i>Net book value</i></b>				
End of financial year	<u>1,914</u>	<u>16,737</u>	<u>1</u>	<u>18,652</u>

**REACH COMMUNITY SERVICES SOCIETY****NOTES TO THE FINANCIAL STATEMENTS***For the financial year ended 31 December 2011***5. Other payables**

	<b>2011</b>	<b>2010</b>
	<b>S\$</b>	<b>S\$</b>
Provision for staff performance bonus	40,000	-
Contribution to Central Provident Fund	82,892	53,726
Provision for unutilised paid leave	12,436	-
Advance funding for 2012 services	21,229	-
Others	6,935	13,092
	<u>163,492</u>	<u>66,818</u>

**6. Income**

	<b>2011</b>	<b>2010</b>
	<b>S\$</b>	<b>S\$</b>
Donations		
– Grace AOG	150,000	150,000
– tax exempt donations	214,230	331,144
– others	718	1,985
Funding – MCYS/NCSS/Toteboard/ComChest	1,119,339	1,172,176
Programme revenue	169,418	121,796
Counselling and marriage preparation workshops	32,825	14,155
REACH bursary programme	50,000	33,400
Financial assistance fund	-	5,000
Government grants	25,908	7,362
Interest income	11,681	7,002
Sundry income	3,500	810
Gain in disposal of equipment	133	-
	<u>1,777,752</u>	<u>1,844,830</u>

**7. Programme expenses**

	<b>2011</b>	<b>2010</b>
	<b>S\$</b>	<b>S\$</b>
Staff salaries and bonus	458,148	291,097
Society's contribution to Central Provident Fund		
programme operating expenses	70,000	45,200
Programme costs	165,202	142,740
	<u>693,350</u>	<u>479,037</u>

**REACH COMMUNITY SERVICES SOCIETY**

**NOTES TO THE FINANCIAL STATEMENTS**

*For the financial year ended 31 December 2011*

**8. Staff salaries and related costs**

	<b>2011</b> <b>S\$</b>	<b>2010</b> <b>S\$</b>
Staff salaries and bonus	555,182	399,050
Society's contribution to Central Provident Fund	68,944	54,425
Staff training and other welfare	33,103	12,791
	<u>657,229</u>	<u>466,266</u>

**9. Related party transactions**

Key management personnel compensation is as follows:

	<b>2011</b> <b>S\$</b>	<b>2010</b> <b>S\$</b>
Staff salaries and bonus	346,829	266,150
Society's contribution to Central Provident Fund	40,083	28,336
	<u>386,912</u>	<u>294,486</u>

Number of key management personnel	<u>4</u>	<u>3</u>
------------------------------------	----------	----------

The annual remuneration of the key management personnel is as follows:

	<u>Number of staff</u>	
	<b>2011</b>	<b>2010</b>
Annual remuneration		
- Less than \$100,000	2	3
- More than \$100,000 but less than \$200,000	2	-
	<u>2</u>	<u>-</u>

**10. Operating lease commitments – where the Society is a lessee**

The Society leases copier machine from non-related party under non-cancellable operating lease agreements.

The future minimum lease payables under non-cancellable operating lease contracted for at the balance sheet date but not recognised as liabilities, are as follows:

	<b>2011</b> <b>S\$</b>	<b>2010</b> <b>S\$</b>
Not later than one year	2,311	2,311
Between one and five years	867	6,674
	<u>3,178</u>	<u>8,985</u>

## REACH COMMUNITY SERVICES SOCIETY

### NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2011

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#### 11. Reserves

The Society's reserves as at the balance sheet date is as follows:

	2011 S\$	2010 S\$
Unrestricted funds	3,002,866	2,678,116
Ratio of reserves to annual operating expenditure	2.07	2.59

The reserves that the Society has set aside provide financial stability and the means for the development of its principal activities. The Society's current policy is 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 funding received from Toteboard/MCYS/NCSS/ComChest – 64% (2010: 63%), programme revenue – 11% (2010: 6%), donation – 12% (2010: 18%) and other sources – 13% (2010: 13%). 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 fulfil the Society's continuing obligations on a yearly basis, in tandem with the yearly budget exercise.

#### 12. Fund raising appeal

During the financial year, the Society did not conduct any fund raising appeal, which requires disclosure in accordance with Charities (Fund-Raising Appeals) (Amendment) Regulations 2008.

#### 13. Financial instruments

##### (i) Categories of financial instruments

	2011 S\$	2010 S\$
<b>Financial assets</b>		
Cash and cash equivalents	3,107,690	2,698,976
Other receivables	6,526	26,345
Deposits	976	961
	<u>3,115,192</u>	<u>2,726,282</u>
<b>Financial liabilities</b>		
Other payables	<u>163,492</u>	<u>66,818</u>

## REACH COMMUNITY SERVICES SOCIETY

### NOTES TO THE FINANCIAL STATEMENTS

*For the financial year ended 31 December 2011*

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#### 13. Financial instruments (continued)

##### (ii) 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:

##### (a) Liquidity risk

Liquidity risk is the risk the Society is unable to meet its cash flow obligations as and when they fall due.

Prudent liquidity risk management includes monitoring and maintaining a level of cash and bank balances deemed adequate by the Society to finance its operations and mitigate the effects of fluctuations in cash flows.

All its financial liabilities are current.

##### (b) Interest rate risk

Interest rate risk is the risk to earnings and value of financial instruments caused by fluctuations in interest rates.

The Society's exposure to risk for changes in interest rates relates primarily to its interest-bearing bank deposits. The Society adopts a policy of constantly monitoring movements in interest rates to obtain the most favorable interest rate available in the market. Presently, the Society does not use derivatives financial instruments to hedge its interest rate risk.

At the balance sheet date, if the bank deposits interest rate increased/decreased by 10%, with all other variables being held constant, the surplus of the Society will increase/decrease by \$1,168 (2010: S\$700).

## REACH COMMUNITY SERVICES SOCIETY

### NOTES TO THE FINANCIAL STATEMENTS

*For the financial year ended 31 December 2011*

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#### 13. Financial instruments (continued)

##### (ii) Financial risk management (continued)

##### (c) Credit risk

Credit risk refers to the risk that counterparty will default on its contractual obligations resulting in financial loss to the Society. The major classes of financial assets of the Society are cash and cash equivalents, other receivables and deposits. Society manages this risk by monitoring credit ratings and limiting the aggregate financial exposure to any individual counterparty. The Management Committee places its cash and fixed deposits with reputable banks and financial institutions.

As at the end of the financial year, there is no significant concentration of credit risk.

There is no class of financial assets that is past due and/or impaired.

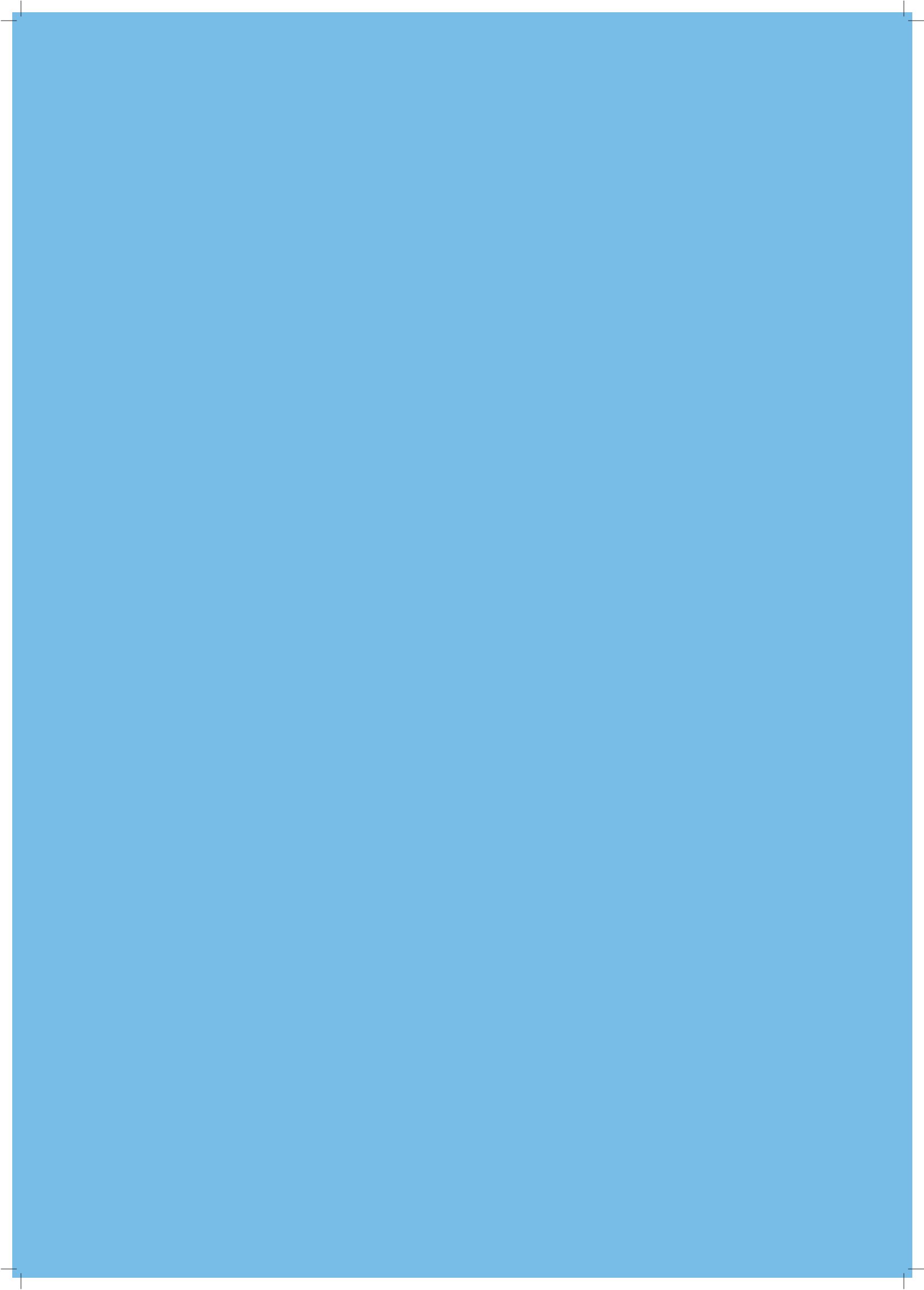
#### 14. New or revised accounting Standards and Interpretations

Certain new accounting standards, amendments and interpretations to existing standards that have been published are mandatory for accounting periods beginning on or after 1 January 2012. The Society does not expect that adoption of these accounting standards or interpretations will have a material impact on the Society's financial statements.

**REACH COMMUNITY SERVICES SOCIETY****DETAILED INCOME AND EXPENDITURE ACCOUNT***For the financial year ended 31 December 2011*

	<b>2011</b>	<b>2010</b>
	<b>S\$</b>	<b>S\$</b>
<b>Income</b>		
Donations		
– church	150,000	150,000
– tax exempt donations	214,230	331,144
– others	718	1,985
Funding – MCYS/NCSS/Toteboard/ComChest	1,119,339	1,172,176
Programme revenue	202,243	135,951
REACH bursary programme	50,000	33,400
Financial assistance fund	-	5,000
Government grants	25,908	7,362
Interest income	11,681	7,002
Sundry income	3,500	810
Gain in disposal of equipment	133	-
	<u>1,777,752</u>	<u>1,844,830</u>
Less:		
<b>Operating expenses</b>		
Programme expenses	<u>165,202</u>	<u>142,740</u>
<b>Staff costs</b>		
Staff salaries and bonuses	1,013,330	690,147
CPF contributions	137,098	98,388
Medical and dental expenses	3,748	2,913
SDL contributions	1,846	1,237
Staff training and welfare	29,355	9,878
	<u>1,185,377</u>	<u>802,563</u>
<b>Other operating expenses</b>		
Bank charges	781	605
Depreciation charges	22,104	5,959
Insurance	6,115	5,547
Miscellaneous expenses	2,148	1,632
Postage, courier, printing and stationery	15,452	10,119
Professional fees	2,200	2,325
Rental of equipment	2,311	2,311
Rental of premises	8,207	8,198
Repairs and maintenance	5,203	6,842
Resource and decoration materials	6,291	23,172
Subscriptions	139	139
Telecommunications	6,037	6,092
Transport and travelling	4,280	3,139
Volunteers' development and appreciation	5,085	2,755
Water and electricity	16,070	11,844
	<u>102,423</u>	<u>90,679</u>
	<u>1,453,002</u>	<u>1,035,982</u>
<b>Surplus for the year</b>	<u>324,750</u>	<u>808,848</u>

*This schedule does not form part of the audited financial statements.*





HOPE IS WITHIN REACH