



Striving with **TENACITY**

Annual Report 2012

Vision: Touching Hearts, Reaching Lives

OUR COMMUNITY TOUCHPOINTS



REACH Family Service Centre

NEEDY FAMILIES IN BISHAN, SIN MING,
THOMSON & SHUNFU



REACH Counselling

SOON-TO-WED COUPLES
COUPLES IN DISTRESS
COUPLES RECOVERING FROM INFIDELITY



REACH Youth

YOUNG OFFENDERS
YOUTHS-AT-RISK
DISADVANTAGED YOUTHS

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President's Message

REACH Community Services Society (RCSS) has been serving the community faithfully for 15 years. During this period, we have held fast to our tenacious belief that every individual has the capacity to positively add to the lives of others. With the Society acting as a catalyst, we can rally people in the community to reach out to those whose needs outweigh their own, making positive impacts in their lives, and steering bad situations toward better outcomes.

A popular bible story of the Good Samaritan is a model we have followed in our work. The principle of the story is that help was rendered simply out of love, and with no strings attached. As Singapore society evolves, the challenges people face will change. In response, our programmes and services will have to be updated accordingly if we are to stay relevant and effective. However, the principles of loving your neighbour and going the extra mile to help them with no strings attached will remain unchanged as our guiding light in the days

ahead. Being connected by these common principles helps both management and staff to unite in our tenacious striving for service excellence.

Not all is plain sailing in the journey of RCSS. Now into her teenage years, she is not without her own challenges. By God's grace, and through the means put into our hands, we have been able to grow the range of services offered to the community. We have come a long way from a small team of seven in the Society's early years to a headcount exceeding 30 in 2012. This expansion is a good thing. However, more staff and more programmes translate to a need for more physical space, which we do not have as yet. The challenge is to find a viable place for us to establish our growing services. Meanwhile, we continue to find innovative ways of maximising our current facility at Block 187 Bishan Street 13.

Overwhelmingly, 2012 is a year of celebration for us. We have seen many positive outcomes in the lives of those we've

touched. Apart from staff and management, my deep appreciation and thanks goes out to our dedicated volunteers and donors. We could not have achieved the amazing successes of 2012 without you!

The year's success stories and highlights of our activities can be found in the following pages of this annual report. I hope they will inspire you to think about the positive impact you can have on someone's life if you reach out and touch a heart. To find out how you can get involved, please visit our website or drop by our Family Service Centre for a chat on how you can be part of our exciting helping venture!

A handwritten signature in black ink, appearing to read 'Ho Siew Cheong'.

Ho Siew Cheong
President
REACH Community Services Society

Executive Director's Message



Helen Keller said, "Character cannot be developed in ease and quiet. Only through experience of trial and suffering can the soul be strengthened, ambition inspired, and success achieved." These wise words are so apt for describing our experiences at RCSS. Regardless of whom we are helping—a hurting family, a lost youth or a confused couple—we strive towards building lives through wounded stories.

REACH FSC, REACH Counselling and REACH Youth have been striving with tenacity for the year 2012. The teams strove beyond doing good to be found doing good well. I am proud to present this annual report of our good work done in 2012. I could go on to list what each team has accomplished but I shall resist doing so. Instead, I will share with you what I have seen emerge from the teams as they dealt with others' wounded stories.

Let me begin with REACH FSC. In July 2012, REACH FSC piloted the Blooms of Hope programme. This is a new initiative targeted at low-skilled women from financially-needy families. The aim is to train them in basic skills for floral arrangement so they can earn income from their handicraft sales. Like any new start-up, the beginning was rough, filled with exciting opportunities and its equal share of setbacks. I can clearly recall the disappointment of the FSC staff at the first training session when only one woman showed up; they had spent arduous efforts motivating other women to attend class. Then there was the Blooms of Hope maiden

outdoor sales event which was marred by the most unwelcome heavy downpour. The deluge drenched the flowers but did not dampen their spirits. They were weighed down but, thankfully, the FSC team continues to venture on tenaciously. By Christmas sales in December, they had inspired not just one but fifteen ladies, who desired to flourish their Blooms of Hope in 2013. Read about this and other exciting journeys in the REACH FSC report. The tenacity demonstrated by the FSC team reminds me of Robert H. Schuller's words, "Tough times never last, but tough people do".

Follow me now as I take you through some uplifting stories from REACH Youth. Let's begin with John, who was referred for counselling for his school difficulties. Our social worker met John in May 2012. At that point, John saw REACH was one of the many places he goes for "treatments", expecting nothing to overcome his hypertonic condition since birth. He was weary and hopeless. But by end 2012, John had found a new hope, one that will help him realize the dream in his life. Meet also Nico, another youth who also found his dream come true when he emerged as winner of The Big Break, an Asian Food Channel's TV cooking competition sponsored by Resorts World Sentosa. Read on and be inspired by Nico's triumphant experience from being labelled a "gangster" to becoming the champion of The Big Break! I am encouraged by their tenacious spirit of that helps them to break free from their past mistakes and embrace a new hope that is dawning. It leaves me

to thank the REACH Youth team for their exemplary workmanship in uncovering the shine from these unnoticed, unpolished gems.

Moving on, we come to REACH Counselling where challenges define our true character. The counselling team saw a sharp increase in the number of couples who came for help with marital infidelity issues. These couples come with pain that is so raw and anger that runs so deep it makes recovery work an awesome task. I admire the team's tenacity in championing the authenticity of forgiveness and grace in such unmerited circumstances when divorce appears a reasonable, logical solution.

In all that I have shared, what do I see emerging within RCSS from our work in 2012? I see tenacity in how we work against challenges set before us to meet the goal of Touching Hearts, Reaching Lives. I see a tenacity in the people of RCSS which we would like to amplify for others to follow. Finally, I see that it is our values that fuels this tenacity and sets us apart for the work we firmly believe.

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

Ng Ai Ling
Executive Director
REACH Community Services Society

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 (till April 2012)

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 (till April 2012)

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, Manager, Corporate Support

Florence Tay, Senior Executive, Finance And Human Resources

Doreen Kwai, Accounts & Administration Executive

Joanne Su, Community Relations Executive

REACH Family Service Centre

Terence Yow, Centre Director

Wang Kim Meng, Senior Social Worker

Lee Yoke Mey, Senior Counsellor

Ivy Quek, Assistant Senior Counsellor

Angeline Jayanthi, Assistant Senior Counsellor

Christopher Loh, Social Worker

Corine Quek, Social Worker

Lee Hui Yi, Social Worker

Jason Tan, Social Worker

Fiona Seah, Counsellor

Joanna Yong, Counsellor

Josephine Ong, Counsellor

Suzanna Lee, Counsellor

Daphne Khoo, Community Partnership Executive

Doreen Chong, Programme Executive

Felicia Pek, Programme Executive

Tan Piah Ling, Administration Executive

REACH Youth

Joe Chan, Senior Social Worker

Jaslyn Tan, Social Worker

Derrick Lau, Counsellor

REACH Counselling

Chang-Goh Song Eng, Head, Counselling

Lilian Loo, Senior Therapist

Flora Chin, Counsellor

Mok Sin Lai, Counsellor

Willy Ho, Counsellor

The HEARTBEAT of REACH Community Services Society

Steadfast Staff

The REACH Team for 2012



1st Row, from left to right: Lee Hui Yi; Doreen Kwai; Ng Ai Ling; Joanna Yong; Suzanna Lee; Florence Tay; Felicia Pek; Daphne Khoo; Josephine Ong; Joe Chan; Christopher Loh

2nd Row, from left to right: Mok Sin Lai; Chang-Goh Song Eng; Lee Yoke Mey; Doreen Chong; Rachel Leong; Lilian Loo; Fiona Seah; Flora Chin; Joanne Su; Ivy Quek; Jason Tan; Willy Ho; Terence Yow

Absent from photo: Wang Kim Meng, Angeline Jayanthi, Tan Piah Ling, Derrick Lau, Jaslyn Tan, Corine Quek

Amazing Volunteers

Who are REACH Volunteers?

People Who Give Generously

They give of their time, energy and talents to people in need.

Partners in *Touching Hearts, Reaching Lives*

They turn up week after week to serve our beneficiaries. They are dedicated in purpose, outstanding in their perseverance as they reach out to touch the hearts and lives of the needy in the community.

Loyal Ambassadors of REACH Community Services Society

They are loyal ambassadors who spark conversations with others and rally friends to come on board as volunteers, or help to fundraise for our cause.



What our volunteers have to say...

Programme Esperanza volunteers

“Improving in her studies does give me satisfaction as a mentor, but the greater sense of accomplishment is to see her being a better person as a whole. This experience taught me the value of sincere friendship. While I am giving the children part of my weekend to mentor them, the children have given me, in return, happiness and zest for life.”

Belle Tan, PE volunteer

“And I frankly see clearly how grades aren't everything. Being happy and bring joy to their lives have become another mission I have.”

Gladys Ng, PE volunteer



“Make a positive difference!”

“Care and concern for the poor & needy is a worthwhile & meaningful endeavour, pleasing to God.”

“REACH has given me opportunities to both serve and learn in the counselling profession.”

“I have been aiming to better improve myself since I joined REACH.”

“It is great to be part of your volunteer team! Thank you REACH!”

“Brings Joy to one.”

“REACH ISCOS Partnership— Meaningful outreach program; enjoyable exchange with the families. Hope to engage more with them.”

“It’s nothing like sharing something with another even though not knowing what may happen through your sharing.”

“You guys are awesome! Keep up the good works and God bless you.”

“Simple task, simple work bring a heart to serve in the community. A heart of servant to life up God’s name. Praise God.”

“Impressed by the set-up and zeal of the staff.”

“It is amazing how the little things that you do for the youths can have such big impact for them.”

“Very rewarding and fun. Brings back memories of courtship days.”

“Before I was a volunteer, I thought I was the only one having problems. But after mentoring, I realised that there are many troubled kids out there who need help.”

“I have been so blessed to be an intern and volunteer at REACH. You all are doing an excellent job. Keep it up!”



The good work of RCSS would be impossible if not for the unwavering support of our dedicated pool of volunteers and partners.

To our amazing volunteers, a deep and heartfelt THANK-YOU again and again for the invaluable work you do for us!

REACH II

FAMILY SERVICE CENTRE

JOURNEYING WITH TENACITY WITH OUR FAMILIES

We exist to help and support individuals and families through life's challenges. Our clients might face daunting trials but they will not bear them alone as we journey with them through thick and thin.





REACH Family Service Centre

Recently, my colleague shared her experience of climbing Mount Kinabalu with me. Her team of climbers had started their ascent enthusiastically, confident of reaching the summit. However, as the trek became more strenuous, some slowed down significantly and others had to rest owing to altitude sickness. Thankfully, they had a guide who accompanied them for the climb. He stayed behind with those who needed help and encouraged the team to keep pushing on till they made it to the top. As professional social workers and counsellors in a family service centre, our role is like the guide who journeys with climbers along their mountain trek. We comfort and support those who encounter challenges in life, helping them to find strength to press on, especially when the journey gets tough.

This year REACH Family Service Centre has strengthened our focus and commitment to ensuring that Hope is within REACH for the afflicted in our community. We have strived to be more extensive in our outreach efforts to individuals and families, ensuring that those who need help are reached and made aware of our services. We achieved this through tireless efforts in conducting door-to-door assessments, distributing brochures, organising roadshows, putting up banners, and supporting Meet-the-People sessions. We are thankful for funding from the National Council of Social Service for

an additional headcount to focus on area outreach so that we are better able to reach out to the needy. Additionally, we have also strengthened collaborations with community stakeholders, such as the grassroots; police; HDB; schools; town councils; and child care centres so that we can serve our clients better.

The outcomes from these outreach endeavours have been encouraging. We served 627 families through casework and counselling services in 2012; this is a 14% increase from the previous year. Although financial issues remain the salient presenting problem for new clients, many of them are also dealing with far more complicated social issues than before. They range from problems concerning mental health, addiction, and difficulties securing employment to parenting difficulties and marital conflict. All of these issues, coupled with financial challenges, make it difficult for clients to break out of the poverty cycle. We are glad to be journeying with these clients at their greatest points of need. Our efforts in rendering practical help have also intensified. More families are receiving tangible assistance in various ways, such as food rations, grocery vouchers, interim financial assistance and the school pocket money fund. Though their journeys are long and difficult, we are pleased to report that many client families have found renewed strength and hope in overcoming their life challenges.

2012 has also been a year of new initiatives for REACH FSC. We have developed several new programmes to provide holistic help to the families we are serving. I would like to especially highlight Blooms of HOPE, a programme started to help women from low income families who are unable to secure full-time employment. They come together once a week to learn skills in floral arrangement, hamper and gift making. Avenues are then created for these women to sell what they have made to generate some income. We are glad that these women have also found social support from each other along the way as they pick up new skills that empower them for the future.

In the upcoming year, we remain steadfast in our journey to hold out hope to clients in need. We will continue striving to innovate and improve our work within the community, deepening our interventions and expanding our outreach. In this way, REACH FSC will stay true to our calling of **Touching Hearts, Reaching Lives** by completing this tenacious journey with our clients come rain or shine.

Terence Yow
Centre Director
REACH Family Service Centre

Constant Engagement with our Community

1 Focus, Many stakeholders

Joining forces to help the needy

We brought together representatives from Housing Development Board, Singapore Police, Comnet Senior Activity Centre, and Bishan North CC to collaborate on complicated cases from Sin Ming Blk 26.



11 Community Roadshows

REACH FSC goes to the people

These roadshows were part of an ongoing promotional campaign for residents to be aware of us and how we can help those in difficulty.

49 Meet-the-People Sessions

Supporting needy residents and increasing awareness at weekly Bishan North Meet-the-People Sessions



339 Door-to-door Needs Assessments

Conducted with needy residents from Sin Ming Blk 22 & 26 and Bishan East

We know our residents even better now, making our services more relevant and effective.

609 New Intake Cases

New intake cases tell us that our outreach efforts are working.

The numbers represent new people whom we are helping because they found out about our services.

3000 Residents

Know about our services from our roadshows.

They know that they can turn to REACH FSC for social support if they are in need of help.



6000 Brochures

Distributed to residents in 2012

Regular brochure distribution exercises were scheduled throughout the year to create maximum awareness about our services.



“For the past 18 months, REACH FSC has stationed a social worker at Bishan North’s MPS. Their involvement has been very helpful. They have provided much needed support to our needy residents, during and after MPS.”

Mrs Josephine Teo
Minister of State, Ministry of Finance and
Ministry of Transport
MP for Bishan Toa Payoh GRC

“The collaboration creates a platform where agencies can come together to offer holistic help to residents in our community. It is also a great way to network with our partners!”

Ms. Tan Ai Ling
Head, HDB Branch Office

“REACH FSC’s active outreach not only to their clients, but to the various stakeholders in the community, sharing necessary information and resources, shows their determination and commitment to ensure the best and fullest assistance are given.”

Mr Lee Teck Wee
Constituency Director, Bishan North CC

“Thanks for all the support you have rendered! This partnership means a lot to us.”

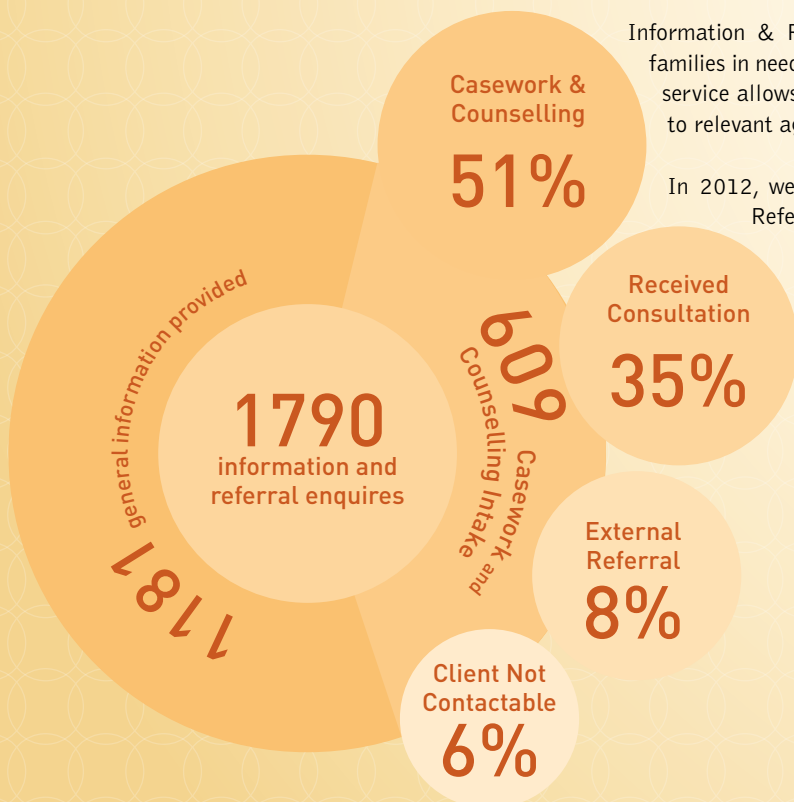
Mr. Nicodemus Lim
Head, Comnet Senior Activity Centre

Persistent Commitment to Service Information & Referral

Information & Referral Service facilitates and connects individuals and families in need with appropriate social or community service agency. This service allows service-users to obtain timely information or get referred to relevant agencies to meet their needs.

In 2012, we attended to 1790 enquires under this Information and Referral Service.

Of this number, 313 (51%) received regular and intensive help from our professional Social Workers. 211 clients (35%) were provided with information and consultation enquiry, and 50 (8%) of the callers were referred to social service agencies for further assistance. The remaining were not contactable.



627
Clients Served

313
New Cases

Casework & Counselling

In 2012, 627 clients were served through our casework and counselling services. This is a 14% increase from last year owing to our strong outreach efforts detailed in the previous section.

These are new clients who began their journey of healing and change with us at REACH FSC for 2012.

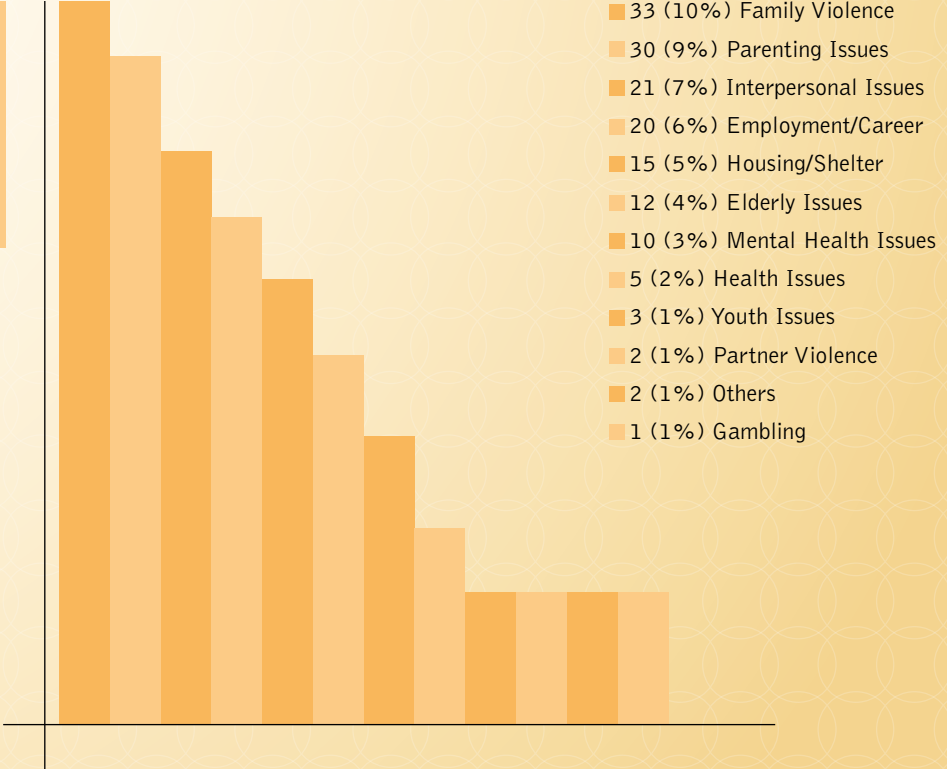
A picture of those who journeyed with us in 2012—

	2012	2011
Number of cases in Jan	314	261
Number of new/re-opened cases	313	286
Number of closed cases	205	233
Number of cases at Dec	422	314
Total number of cases handled	627	547

Presenting Problems of New Cases in 2012

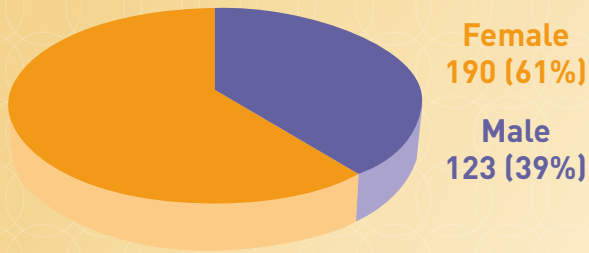
3 Highest Presenting problems

- 76 (24%) Financial Issues
- 48 (15%) Marital Issues
- 35 (11%) Family Conflict

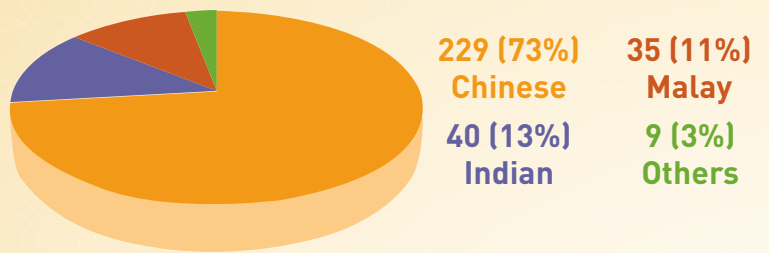


Profile of New Cases

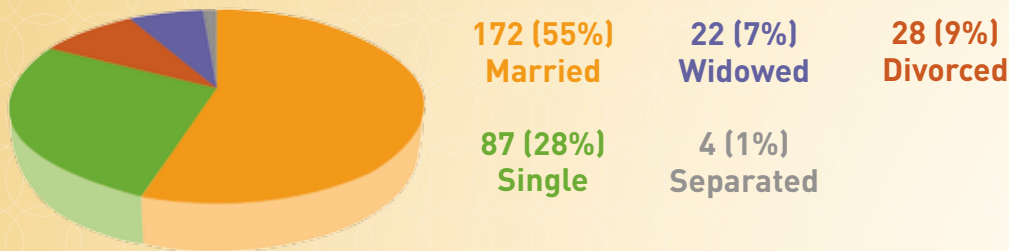
Gender



Ethnicity



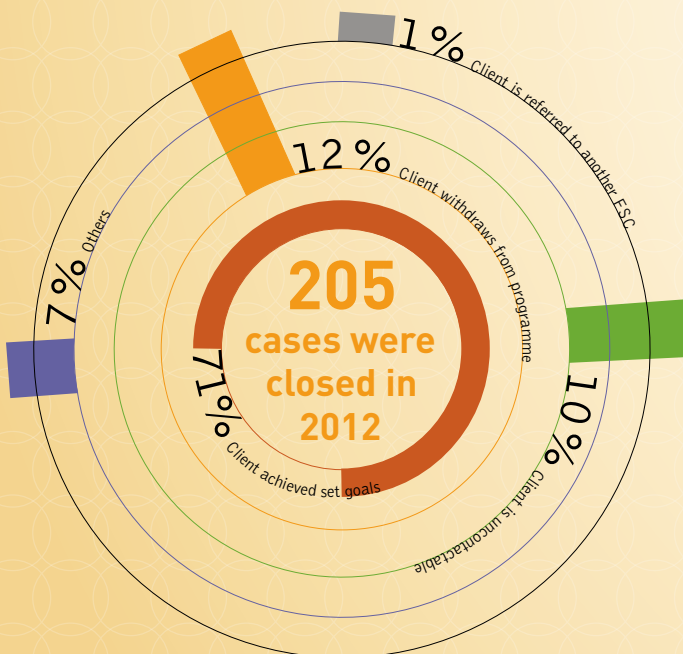
Marital Status



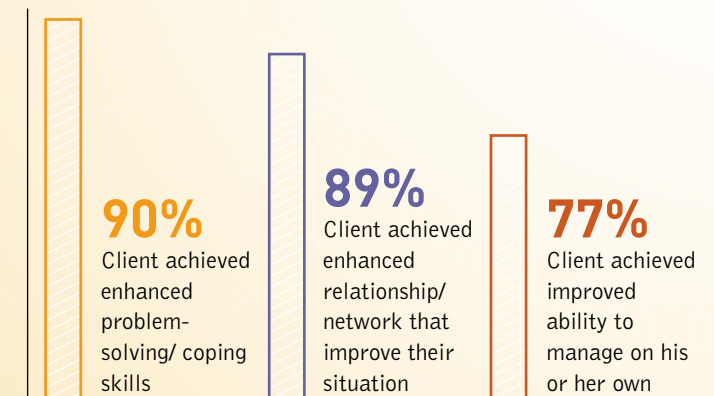
Finishing the Journey Well

Reasons For Closed Cases in 2012

A total of 205 cases were closed in 2012 with 71% of clients successfully achieving their goals for closure.



Outcomes Achieved in Closed Cases



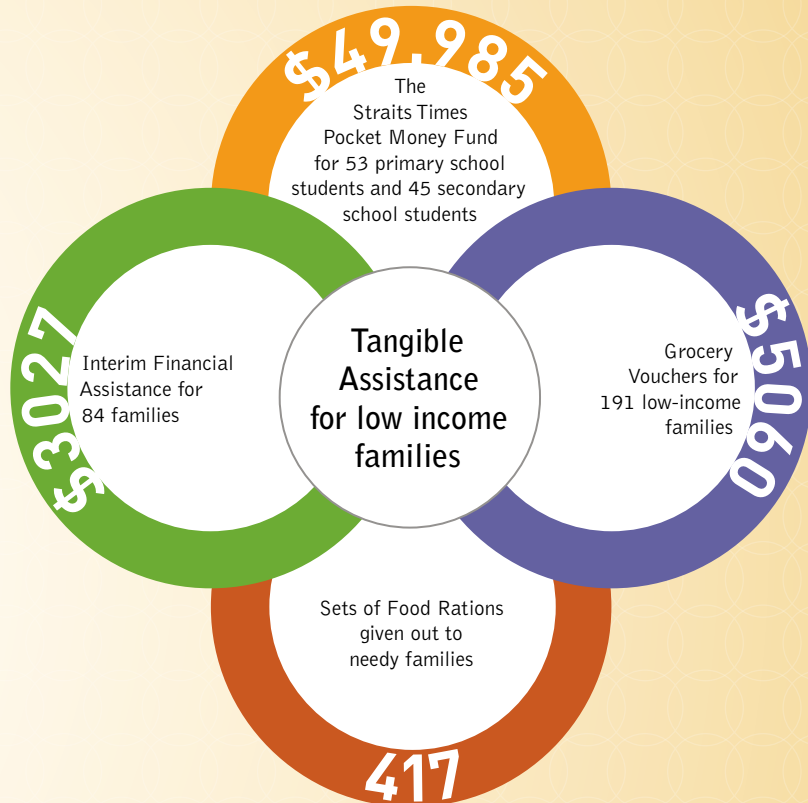
33
Family
Violence Cases

13
New Referrals

In Personal Safety

We run the Family Violence Mandatory Counselling Programme initiated by the Family Court and Ministry of Social and Family Development. This mandatory programme helps families who are facing violence to do two things: stop further acts of violence and find alternative ways to cope with crises.

In Tangible Assistance



Faithfully Planting Seeds of Help along a Journey of Positive Growth

Growth is slow, steady and sometimes invisible until suddenly—like a seedling—it springs forth and displays wonderful fruits of change that bring joy and hope.

Bringing about these fruits of change is often a tenacious journey, one that is marked by a quiet, constant sowing of seeds for positive growth in people's lives.

The programmes we run are centred on this constant seeding to bring about good and lasting change.

In Children

Programme Esperanza

“ I learn when to play, when to study and when to have fun. ”

PE participant

A weekly mentoring and academic support programme offered to primary school children from low-income families. This programme complements REACH FSC's ongoing work with our client families who are tackling other challenges in life.

28
Children

Their Fruits of Labour

- Improved their academic results
- Gained higher self-confidence
- Formed close bonds with mentors and friends

15
Parents

Their Fruits of Labour

- Understood their children better
- Improved in their communication and relationship with their children
- Learned to cope better with challenges in parenthood

“ I am able to accept my weakness and work hard to improve on them. ”

PEP group participant

“ I will not think I am bad when people think so. ”

PEP group participant



Sponsored Holiday Programmes

The best thing about the holidays is having fun doing things outside of school that grow you as a person and give you great memories to look back on in adulthood. REACH FSC sought to provide these memories for our children from low-income families.



Hippo Bus Tour & Visit to Mint Museum of Toys, June 2012
Sponsored by various donors through Maple Lifestyle



National Day Celebration Dinner, 9 August 2012,
Sponsored by National Population & Talent Division, Prime Minister's Office



Christmas @Safra, 3 December 2012, Sponsored by SAFRA



A Christmas Wish @Universal Studios Singapore, 9 December 2012, Sponsored by Grace Assembly of God Singapore



15
Women

In Women

This is a brand new programme that was initiated to empower women from low-income families to gain financial self-reliance and develop personal resourcefulness.

These are the pioneers of our new programme. Some of them are shut-ins because of chronic health conditions. Others are full-time caregivers in need of community support. Whatever their stories, they came to the programme to start a positive cycle of change to their lives.

How the Women have bloomed

“I come back weekly as I feel that we are one big family here and everyone here is very nice and we learn a lot of things”
participant

“The most memorable thing is to be able to interact with different people and it makes me very happy ... it gives me the exposure which I never had before”
participant



They learned the art of basic flower arrangement



They were given a chance to sell their creations

They blossomed through gaining independence, belonging to a new community of friends, and persevering through personal challenges



A vignette of hope:

When Annie (not her real name) first started attending Blossoms of Hope, she was very shy and found it difficult to speak up in a group. After gaining experience in selling her floral creations at booth sales, she shared that she was challenged to step out of her comfort zone of quiet introversion. Rising to the challenge of speaking to strangers, she managed to sell her flower arrangements well and built more self-confidence. Later, during Christmas sales at the end of the year, our FSC staff noticed that she had developed more confidence and skills in promoting different floral arrangements.

In Families

55
Families in Sin Ming Blk 26

Putting Food on the Table for now...

Benefited from receiving food hampers from donors and volunteers from Bethesda Frankel Estate Church. Their homes were also cleaned and made more livable as a result of home improvement projects.



... And for future

9
beneficiaries

Attended our new Employment Preparation Programme which equipped them with skills in resume writing and information on job upgrading.





Creating time and space for fun together



And a whole lot of prawns!

Having fun and relaxing as a family—this is within easy reach for many of us.

But for low-income families, this is a luxury that is foregone in the toil and stress of making ends meet.

This outing to a prawning farm during REACH FSC’s Family Bonding Day gave our families the simple pleasure of having fun together. In this precious space of uninterrupted family time, children and their families enjoyed playing games and feasting on the prawns they caught!

Persevering in HOPE

REACH FSC is a service provider for mentoring and outreach under HOPE (Home Ownership Plus Education), a national incentive scheme to help low-income families improve their socio-economic situation.

Searching out the needy

Applications were submitted on behalf of potential beneficiary families in Central Singapore and North East Precincts in 2012

Approvals obtained from MSF in 2012 paved the way for 29 families to embark on the road to improving their social circumstances.



Journeying with them on the road to change

Families received active mentoring in a wide range of issues, such as:

- Employment and skills upgrading
- Financial management skills
- Some families attended 7 group work sessions on parenting and community resources



“My mentor is my guidance and my friend”

by a wife

“My daddy and mummy is working now. I am happy because they can afford to buy the toys that I want. Mummy said that if brother and I did well in next term exam, we will go to Brisbane for holiday”

by a 7-year-old girl

“When my husband passes away, I am lost and felt hopeless. I stay at home most of the time and rely on financial assistance from Central Singapore CDC. After went through mentoring session, I see myself differently. I have never felt that confident before and had never imagined that I’m able to achieve what I have today.”

by a widow

Touching Hearts & Reaching Lives

**Bridging the gaps:
Like-minded partnership**



Project Neighbour

Bridging the Food Gap

Food is a basic need of life and no human being should be deprived of it. On a weekend in May 2012, Grace Assembly of God Singapore and Giant Supermarket rallied forces with RCSS to distribute hampers of staple food to needy households in our community.

1,550
Needy Households

Low-income families in the Southwest Community Development Council and client families of REACH Family Service Centre and the Industrial & Services Co-operative Society (ISCOS) received food hampers

1,000
Volunteers

Members and staff of Grace Assembly of God Singapore, gave their time and energy to distribute the food hampers

2
Dedicated Partners

Grace Assembly of God was the generous donor of all food hampers. Giant Hypermarket extended its hand of partnership to RCSS by providing hamper food items at huge discount, and assembling them for delivery



A big, resounding THANK-YOU to these Good Samaritans who have met the disadvantaged at their points of need!



RCSS Bursary & Mentoring Programme

Bridging the Education Gap

Education is a way out of the poverty cycle and its accompanying stressors. While every Singaporean child receives the same education, not every one of them starts their education with the same resources that help them excel in school.

We want to empower children and youth to achieve their academic best by plugging gaps in their existing resources. The RCSS Bursary Award and its accompanying mentoring programme is a strategic initiative that complements concurrent services provided to needy families and youths who are our clients through REACH Family Service Centre and REACH Youth. To broaden our pool of beneficiaries, RCSS has also extended the bursary award to children from ex-offender families.

Increasingly empowered for 2012

250 Children

Received the RCSS Bursary Award. They were also mentored throughout the year

\$93,000
Worth of bursaries

This is a whopping 50% increase in funding as compared to 2011

3 Dedicated Donors

Capitaland Hope Foundation, Credit Bureau (Singapore) Pte Ltd and Grace Assembly of God Singapore

Celebrating achievements at our annual RCSS Bursary Award Ceremony 2012

On 22 December, 250 children gathered at Guanyang Primary School to receive their bursaries from Minister of State for Finance and Transport, Mrs Josephine Teo, who graced the Award Ceremony as guest-of-honour.

“I am very grateful to this bursary programme. This money is very useful and important to me to support my daughter in her education. I want to thank REACH for organizing this.”

Madam Sudha, a client with RCSS

“... will save the money inside the child's bank account and use it for their school matters like text books.”

Parent who is a client with RCSS

“It motivates me to get better grades.”

said 13-year-old Aloysius Joseph

“Very glad that there is extra money to support the family situation.”

Parent who is a client with RCSS

Continuing in partnership

The RCSS mentoring programme is managed by REACH Community Services Society and our partner, the Industrial & Services Co-operative Society (ISCOS), a group that works with ex-offenders and their families. This is our 2nd year of partnership with ISCOS.

Having ISCOS on board as a partner has enlarged the pool of beneficiaries for the RCSS Bursary Award. It has also brought in more volunteers to mentor needy children and their families.



REACH

YOUTH

OUR TENACIOUS SPIRIT

WE BELIEVE IN YOU(TH)

REACH Youth believes in youth—every one of them, not just the high achievers or charismatic community leaders. Young offenders, youths-at-risk and young 'noobs' are all the future of Singapore too. They hold a whole world of possibilities within themselves; all they need is to find the hidden key to unlock their explosive potential. Till they find it, we will journey alongside them with a tenacious spirit and an enduring belief in their personhood.





REACH Youth

"Do what works and do more of it; if it does not work, do something different."
Fundamental philosophy of Solution Focused Approach

The above philosophy has been very helpful to me when working with youth. They are a group of individuals marked by transition in many aspects of life—experiencing major bodily changes, discovering and learning to manage their (often) extreme emotions, and figuring out their own identity. Some youth manage these transitions well, others need help and guidance along the way. Often, interacting with youth can be like trying to decode a hard mystery. The process of helping them requires a delicate balance of staying curious, trying to be helpful and juggling expectations of the adults who are part of young people's lives. This takes patience and perseverance as the fruit of our labour can take months—even years—to show through. It is in these moments of waiting that our beliefs in our cause for youth are really put to the test.

Over the years, REACH Youth has had the privilege of crossing paths with many teenagers and their loved ones who seem to have reached their "edge". These families and individuals come from diverse backgrounds and unique experiences. It was truly a challenge to remain dynamic and relevant in our approaches to helping these youths as their circumstances were all different. This exploratory process allowed us to see more clearly the vast world of possibilities that lies within each young person. Each youth has a key hidden within themselves to unlock their chains of problems, crimes and delinquency. The

task set before the REACH Youth team has always remained the same—to help young people find their keys and open up new paths of powerful change for themselves.

Looking back at 2012, REACH Youth has journeyed into some exciting experiences and opportunities that have deepened our work with youths. Through our Streetwise Programme, we have walked alongside youths and their families through labyrinths of highly personal, and sometimes painful, issues. It has been a great privilege to be entrusted with such an important helping role in their lives. For this report in particular, I am honored to share the exhilarating journeys of Hairul and Nico who made it out of their own pits of trouble to stand on their individual podiums of success. Both of them are youths who have successfully completed the Streetwise programme with REACH and continue to press on towards their own ideals and dreams.

In our services and programmes with schools, we continue to respond to identified service gaps with the Enhanced STEP – UP Programme, Time Out Programme and Project Guiding Light. All of these seek to work holistically with youths in their environment. On the ground, this translates to working tirelessly with key stakeholders in school to ensure that our limited resources are extended to those who truly need it. Our continuing challenge is to keep being authentic to the youths we are engaging. We want to keep winning their trust and earning the mandate to work with them without hiding behind the authoritarian front of the school system.

Finally, through the REACH Dragons and REACH United outreach platforms we have chosen to focus on the "John Doe". These are youths who might go by unnoticed because they seem very average or common looking. They have probably been labelled before as 'reserved', 'untalented', 'amateur', or even 'noob'. But on our platforms, we see everyone as equal in terms of potential. We want our youths to see that they can achieve great things too, when they put in effort and determination to succeed. With all the different competitions and tournaments that our REACH Dragons and REACH United players have been exposed to in 2012, this is a year where they have been tested and proven worthy through and through. These invaluable experiences have surely shaped our youths' worldviews and prepared them to be more resourceful and resilient to face life's challenges.

Looking ahead, I see that the changing landscapes of our nation state will bring different issues and new challenges to the fore. In response, the team has committed to furthering our professional growth and training in preparation for our tasks ahead. I envision a REACH Youth team that is effective, dynamic and tenacious in our efforts to help youths rise up to be the best they can be in life.

Joe Chan
Team Leader
REACH Youth

Service A

35

Students

Service B

11

Students

You are more than...

Your academic performance

REACH Youth is a service agency for The Enhanced STEP-UP (ESU) Programme organized by the Ministry of Social and Family Development. There are two main services under the programme, namely Service A and Service B.

In the schools we serve, we provide additional resources to engage youths who are at risk of dropping out of school and in need of social support.

Plugging the gaps in schools so youths won't fall through the cracks—REACH Youth's ESU intervention work in 2012:

Stories of Private Victories...

James's Story

In Greendale Secondary School, James was not a face lost in the crowd. He was known—for all the wrong reasons: 'truancy'; 'disciplinary issues'; 'behavioural issues'; 'unmotivated'; and 'inactive in class' were all the usual words used when people talked about him.

The labels stacked up and, after some time, James started living up to these negative expectations. He did not pay attention in class and fell behind in his work. By April 2012 his academic performance had deteriorated to a point where the school had to make special arrangements for him to self-study in preparation for the 'N' Level Examinations. He was also referred to the ESU Programme as part of the school's intervention efforts. These events pushed James further into the belief that the school was out to "fix" him because he was a trouble-maker.

Thankfully, James did not stay stuck in the rut of his negative perspectives. He experienced a paradigm shift after meeting with our REACH Youth social worker through the ESU Programme. As they went through the programme, James found the social worker sincere and

genuinely interested in him as a person. This is something he had not encountered in others before. For the first time, James felt safe to open up and talk through his personal experiences.

After many talks and reflections, James decided to unlock his internal gate of change. He was no longer the aimless, unmotivated student of the past. Now, he had decided on his future career as a tour leader and had a clear plan of how he would achieve his goal.

At this point of writing, we are happy to share that James has made it through his 'N' Level Examinations to pursue his dream course at the Institute of Technical Education (ITE) in 2013. This puts him firmly on the road to reaching his career goal.

James's story is testament to the potential that is in every person. Change and living your dreams are possible. Sometimes, all it takes is for someone to see beyond your current academic performance and believe that you have what it takes to be more than you are now.

John's story

John was born with hypertonia. This is a condition that affects the normal development of muscles and a person's cognitive and psychomotor functions.

Growing up, John lived life through the lens of weakness and disability. His life seemed to be a merry-go-round of helplessness and help-seeking from others. He was a regular visitor to the Child Guidance Clinic for medical care from the psychologist and psychiatrist there. His parents were constantly anxious for him, bringing him from one school counsellor to the next in every school he attended. They would always explain his condition and ask the counsellors to help John cope with his school environment.

His hypertonia made school problematic. He had great difficulty studying well and was not able to interact with his peers effectively. They would either leave him alone or bully him. John's teachers also

reacted negatively towards his behaviour as he would often be walking around while they were conducting lessons, or he would slip out of class and miss lessons altogether. His frequent referrals to school counsellors became a norm to John, and he began to view counselling sessions as yet another one of the many 'treatments' he had to go through because of his helpless state.

Things began to change when John met with our REACH Youth social worker who was paired with him for the ESU Programme. This time, the intervention was different. This social worker did not make hypertonia the singular problem to fix in John's life. Instead, the focus of help was placed on getting John to look within himself and examine how his internal world affected his interactions with the external environment.

John spent many sessions with his REACH Youth social worker discussing different issues he faced with his family, teachers,

school counsellors and classmates. Having a listening ear and someone who cared about how he felt other than his hypertonic condition made John feel understood. The conversations planted a new perspective in him. He dropped the lens of weakness and disability that had coloured his life script. Now, he discovered the power to change from within. Now, he was empowered to see that small successes could lead to bigger, better changes he wanted to achieve in life.

In 2012, John worked hard and attained a good grade for his 'N' Level Examinations—surpassing the expectations of his family and teachers! No longer fixating on his physical disability, John has set his eyes on the dream of one day setting up his own restaurant. With a newfound tenacious spirit, he is currently pursuing an Advanced Certificate in Food and Beverage Service at Shatec Institutes.

The identity your gang put on you

REACH Youth goes outside the walls of schools to actively engage youths who are vulnerable to gang association, or are already mired in youth gangs. We reach these lost youth by conducting the Streetwise Programme (SWP), a government initiative by the Inter-Ministry Committee on Youth Crime (IMYC) and the National Youth Council (NYC).

Helping youths to break away from damaging networks to find their true selves—REACH Youth's SWP intervention work in 2012:

19 Youths Referred to REACH Youth for SWP

17 Youths Successfully completed SWP

The SWP lasts 6 months each for every youth referred. During this intensive period, we go all out into turning them around from their gang activity. We conduct group work and counselling sessions for the youth and their families so that everyone is engaged in the efforts to help a youth make a fresh start.

At the heart of it, the SWP is about positive youth development. It holds out opportunities for young people to discover themselves, their potential and strengths. That is why sports and



recreation forms a significant part of REACH Youth's SWP intervention. Youths get to try out dragon boating and Wing Chun lessons and, in 2012, they also went for a 5 day, 4 night Outward Bound Camp Intercept at Pulau Ubin.

We invite you to read about the bright transformations of youth who have since blazed a new trail for themselves since completing the SWP in the next section.



I can dream big now...

For myself

If there was ever a compelling picture of self-determination one would find it in Nico Chan, champion of *The Big Break*, a cooking competition held by the Asian Food Channel (AFC) and sponsored by Resorts World Sentosa. He beat 11 other hopefuls from Malaysia, Mongolia, the Philippines, Thailand and South Korea to win a year-long scholarship at the At-Sunrice GlobalChef Academy in Singapore worth more than \$30,000.

Not too long ago, Nico's life was a mess. His run-ins with the law were frequent as he got arrested for various offences and was labeled a 'gangster'. Before coming to REACH Youth to go through the Streetwise Programme, he was locked up in Singapore Boys' Home for 2 weeks.

While going through the Streetwise Programme with REACH Youth social workers, Nico found time to reflect on his actions and think about what he really wanted out of life. He came to regret the pain and disappointment he had caused his family through his thoughtless actions and gang involvement. Acknowledging his mistakes of the past, Nico turned his focus towards changing for the better and starting afresh. This internal paradigm shift coincided at the right time with the opportunity to participate in AFC's *The Big Break* and Nico stepped up to the challenge of pursuing his dream of becoming a chef.





For others

It is said that the highest need humans seek to fulfill is that of Self-Transcendence, where one looks beyond self-interest to serve others' needs instead.

Since completing the SWP in 2012, we believe Hairul Anwar has fulfilled this highest level need. Now an assistant coach for newcomers to REACH Dragons, Hairul wants to be able to help others with the skills he has learnt.

On 2 December 2012, Hairul took his desire to help others one step further. He partnered with Joe Chan, REACH Youth senior social worker and his mentor, to fundraise for REACH Community Services Society by running a full marathon at the StanChart Marathon 2012. Hairul and Joe took their fundraising efforts online, calling it the **Spare Your Change, Change Others' Lives** campaign on Give.sg, and succeeded in raising SGD7,000 for the organisation.

When asked for the motivation behind pledging his run for a good cause, Hairul said he wanted to inspire other youths currently going through programmes at REACH Youth. By running, he wanted to "inspire them and help them to change their attitudes about life." Of Joe, Hairul had this to say, "... society would be a better place if there were more people like him around. It is Joe who started a positive chain reaction for my life. Because of him, I am where I am today."

We are so proud of Hairul and deeply appreciative of the funds he raised for us at REACH. He is a rousing testimony to the power of unlocking change and potential within youth. His inspiring life story will fuel our tenacious spirit to keep believing in youth and helping them live up to their fullest potential.



Believing in you(th) with like-minded partners

Project Guiding Light

REACH Youth has partnered the Singapore Police Force 'E' Division in their Project Guiding Light (PGL) initiative since 2010. PGL is a youth engagement programme that aims to nurture youth through community work during school holidays, and providing them with timely crime prevention knowledge.

Our partnership with the police has borne many fruits in the lives of the youths who have joined the PGL programme, as well as volunteer student mentors who come alongside to give guidance to young ones and facilitate activities.



Reaching for the Light: A success story

Mark, from Kuo Chuan Presbyterian Secondary School, used to turn into a hurricane of emotions if someone ticked him off. He would become disruptive in class, not knowing how to manage his anger.

Joining Project Guiding Light and being part of REACH United, REACH Youth's street soccer team, has changed all that for Mark. He no longer directs anger at people but has learnt to channel this energy positively into soccer play. What's more—through all the activities of PGL and games at REACH United, Mark has made himself many new friends and learned the essentials of teamwork and sportsmanship.

Truly, believing in the potential of youth and supporting them as they grow paves the way for resilient individuals with fighting spirit in our community!

Time-Out Programme

The Time-Out Programme (TOP) is a ground-up initiative by secondary schools which aims to impart life skills to students through experiential learning. The experiences gained through this programme helps students to develop strong, healthy selves who are able to overcome personal, family and social challenges that come along later in life.

REACH Youth runs TOP for students with our partner schools, one of which is Peirce Secondary School. We caught up with Li Hao to hear about his experiences in TOP for the past 2 years. This is his sharing:

Li Hao enjoys being in Time-Out Programme because he gets to spend time outdoors with his classmates. Free from the classroom walls, he feels that TOP activities give him a chance to relax and learn valuable life skills outside of school; One such skill is perseverance. He recounts feeling a sense of achievement after overcoming particularly difficult rock climb, a regular activity in TOP. Li Hao also realised the experience helped him to be more focussed in whatever he does, and this ability has stayed with him ever since.

Our Sports builds a tenacious spirit in you(th)

Sport is a great platform for self-discovery and empowerment in youth. REACH Youth continues to reach out to youth through REACH Dragons, our longstanding dragonboat sports programme and REACH United, our street soccer programme.

REACH Dragons—Harder, Faster, Stronger

REACH Dragons continues to be one of the avenues through which our youths build tenacity and resilience in their mind, body and spirit. We are continually looking to expand our collaborations with other youth organisations in order to create better opportunities for our youth teams to gain exposure to meaningful events and grow as individuals.

5
Races

- PA Paddle Championship 2012 (April)
- National Inter-Schools' Dragon Boat Championships 2012 (June)
- National Day Parade 2012 Dragon Boat Contingent (August)
- Sava Sprints International 2012 (September)
- 30th Singapore River Regatta 2012 (November)

4

Partners

Without our like-minded partners, we would not be able to achieve the good work we are doing with REACH Dragons

- People's Association T-Net Club @ Geylang West
- People's Association T-Net Club @ Macpherson
- DaySpring Residential Treatment Centre
- Singapore Police Force 'E' Division

I can do it!

Dragon boat often appears to be a daunting sport to the uninitiated. But to those who dare to take the first step to test out their mettle, the rewards are sweet.



Let's hear from Hashri:

Dragon boating pushes him to his limits and allows him to put his mental and physical strength to the test. Hashri overcame challenges by pressing on despite the pain that came with dragon boating. When asked for his thoughts on the sport, he said, "I never thought I would actually like the sport because it was really tough for me at first as I don't have the mentality to push myself. But as I kept going, I realized that dragon boat is really, really fun."





Leaders of Tomorrow

REACH Dragons was one of the few privileged teams that took part in a 25-team strong dragon boat contingent during the National Day Parade 2012.

In preparation for the event, the team put in many hours of training for rehearsals and worked hard to synchronise well as a team. Their involvement gave the REACH Dragons a huge sense of pride and belonging as young Singaporeans poised to be the leaders of tomorrow.



Girl Power!



We are excited about our new collaboration with DaySpring Residential Treatment Centre, a place which works with girls who have experienced the trauma of abuse.

In 2012, female mentors from REACH Dragons came alongside Dayspring girls to be training buddies and guides. In this mentoring relationship, REACH Dragons aims to build up these girls in physical and mental strength. Beyond that, we also aspire for REACH Dragons to be a safe community where the girls can find social and emotional support after they complete their programme in DaySpring.

Let's hear from the girls:

I aspire to...

"... reach my goals as a professional athlete."

".. there's a dragon boating competition coming on April [2013]. I want our team to be the 1st and also lose some weight! :)"

"... become a good dragon boater and can join and compete with all the different dragon boat teams."



REACH United— Friendship, Character, Growth

The year 2012 saw the REACH United Street Soccer Team reach a strength of 20 youths and 5 mentors. United by a love for street soccer, youths and volunteers persevered through the challenging demands of family and school responsibilities to train together for tournaments... and for fun, of course!

4
Competitions

1st
in the League of
Champions 2012

- Fuji Xerox Friendly Match
- Usport Futsal Tournament 2012
- Inaugural REACH Futsal League 2012
- League of Champions 2012

The boys' hard work and passion paid off when they came in 1st in the League of Champions 2012, organized by Bishan Neighbourhood Police Centre!



A vignette of Friendship, Character and Growth

Kavin from Kuo Chuan Presbyterian Secondary School is a senior member and captain of REACH United street soccer team. He has been in the team for 2 years and is extremely committed to the sport. Kavin said, "We train, eat, live and learn together like a family." As a captain, Kavin faces various challenges like dealing with aggressive and irresponsible behaviour from team mates. When asked how he overcame those challenges and stressors, Kavin said that he constantly set a good example and consciously decided to be a role model to his team. He also receives a lot of encouragement from his parents and support from his mentors.

REACH

COUNSELLING

TENACIOUS CHAMPION OF
**STRONG MARRIAGES AND
RESILIENT FAMILIES**

Start right, stay strong. This is the abiding motto that expresses our distinct mission to defend marriages and build healthy families. Strong unions and resilient families are the wellspring of a vibrant and stable society. REACH Counselling stands as a tenacious champion for the good of marriage to this end.





REACH Counselling

REACH Counselling (RC) commenced operation in 2009 with one distinct mission – to respond to the needs of couples in distressed marriage and troubled families. National trends have consistently affirmed the necessity of our mission—especially the need for marital work. Marriage - in all its splendor and sham - constituted the lot of RC's work in 2012. We observed a peak of 67% in new cases who presented with marital, pre-marital and extra-marital issues. This percentage is itself an increase of 20% of similar presenting problems in 2011. We remain committed to developing niche expertise in marital work and, as the trend picks up, we seek to build specialist expertise to work with infidelity as well.

A clear trend – a clarion call

The call to develop specialist expertise in *working with couples and infidelity* is no child's play; just as marriage is neither for the faint-hearted nor fair-weathered folks! On the contrary, it is a call that is marked by tenacity – both as counsellors and clients.

In an industry that increasingly quantifies outcomes and works on outcome-based funding, how do we build credibility not just that clients may be our ambassadors, but that funders would also place their dollar behind our work? How do we convince clients, the public, government, even ourselves that it is well worth to invest time and effort to start right, stay strong in marriage, so that the family and eventually, the society remain strong and resilient at its core?

Tenacity Above All

Tenacity above all – that is the answer, whether professionally, administratively or personally.

Professionally, it behooves us counsellors to be sharp in our assessment, clear in thinking, empathetic in connecting with clients yet remaining task-focused and goal-oriented. We are present, yet not emotionally coloured; We take charge yet remain respectful; We are knowledgeable yet real; We seek to make an impact yet respect our client's self-determination. We plod on and belt up to prevent from being swept along by emotional volatility till the coast becomes a little clearer and the way ahead a little surer!

Administratively, we hold the clients' needs and perspectives at the heart of RC's service. Three examples of 2012 illustrate this: Increasing *accessibility* to our services via the revamp of the website of REACH Community Services Society; *responding to a specific need* – creating pre-marital counselling as a separate problem category upon realizing that more couples encounter pre-marital issues; *brokering hope, targeted at the specific problem of infidelity*. This became clear when at least 11 couples responded to the Straits Times' advertisement entitled 'Bringing Together Couples Torn by Adultery' on 18/3/12 (refer inside report).

Personally, we are spurred on by the courageous and honest attempts of our clients. The real credit belongs to them.

We are heartened and encouraged by each couple who made time and effort to work on their marriage session after session, step by step; no matter how long or how tough the journey was. Though pained and broken by failed, conflicted and betrayed love, they came. They were present. They learnt to listen. They expressed long lost or hidden love. They forgave. And miraculously, they trusted again. To all you couples, we are honoured by your presence. We commend your courage and love. We salute you for your tenacity to *not* let the marriage go. We are tenacious champions of your marriage. Where you see hope, we are there with you. Where you do not, we help you see Hope is within REACH!

As we continue to reflect and respond to sharpen service delivery I like to underscore and thank my team for standing with me and the clients in upholding 'tenacity above all'. Like Augustus Napier (2007), I share the conviction 'that many clients have not been really cared about with much generosity; and we try to offer a sliver of that kind of emotional involvement' in therapy. In so doing, we champion clients to examine and fight for their marriage. They owe it to themselves and to each other to have given their best shot!

Chang-Goh Song Eng
Head, REACH Counselling

The Battleground for Strong Marriages

The time has never been more urgent and significant for the fight to safeguard marriages and families. Striving to help couples start right and stay strong is a battleground. Year on year, our work is a direct and purposeful response to the social trends observed in our nation and to the presenting problems we receive in our counselling rooms.

In the Trenches

Social Trends and Counselling Figures for 2012...

In the media



Source: The Straits Times © Singapore Press Holdings Limited. Reproduced with permission.

In private lives

“Last June, my wife found out about the affair. She was devastated. The affair also affected my children very badly although they kept their feelings largely to themselves. My wife and I had many hours of long talk and there were screaming, quarrels, fights and even talk of separation. This caused additional tensions and strains in our relationship and our once happy family.”

REACH Counselling client

“When I found out that my husband was having an affair, I was devastated. It tore my world apart... The fact that life has been so busy and stressful, with 2 young children, it caused major stress to our marriage. Add to the fact that during stressful situations we would withdraw from each other. This also led to my husband trying to find happiness elsewhere.”

REACH Counselling client

In the counselling room

67% of clients expressed

Marital Relationship Woes

Client Profiles

Professionals, Managers, Executives and Technicians (PMETs) with tertiary and post-graduate education

Counselling Work Figures for 2012

	2012	2011
Cases as at start	34	35
New cases	120	58
Closed cases	49	59
Cases as at end	105	34
Total served	154	93
Total sessions	627	224

65%
Achieved Goals

Laying fights to rest—A look at our closed cases for 2012

We ended our journey with these clients on a peaceful note. They felt that they had achieved their goals and no longer required counselling. This percentage represents an improved performance of the RC team. In 2011, the figure stood at 58%.

Coming through the Wire Tap Information & Consultation Figures for 2012

	2012	2011
Information & consultation (I & C)	177	97

How 177 couples began their journey with us...

68%
Counselling Intake

This is the percentage of clients who registered as counselling intakes out of the 177 couples who made enquiries with RC

Top 3
Referral Sources

- Personal Contact
- Internet Searches & Online Partner Links
- Enquiries resulting from Media Publicity

Top 3
Presenting Problems

17% Pre-Marital Issues (Age group 20s & 30s)

29% Marital Issues (Age group 30s & 40s)

21% Extra-marital Issues (Age group 30s, 40s & 50s)

Couples are not alone in their problems and conflicts. Statistics tell us clearly that no one is free from marital challenges. This indicates to us that we are on the right track in providing the help that is needed for couples to weather challenges and stay strong in their commitments to each other.

Being Prepared is Half the Victory

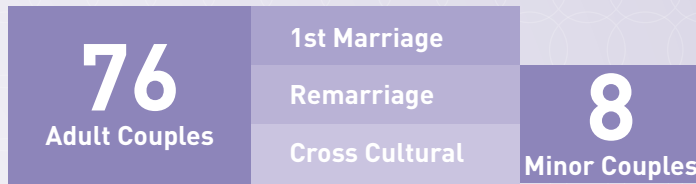
Laying good and strong foundations before embarking on a lifetime together is often half the victory won for a loving and abiding marriage.

One, Two, Three or Six?

REACH Counselling's Marriage Preparation Programme (MPP)

In 2012, 84 couples completed our MPP. This represents a growth of 53% from last year.

84
Couples Completed our
MPP in 2012



Happy words from happy spouses-to-be

“I learn to listen to him. I have strong opinions, think that I am right but now I recognize that he can be right as well.”

“I learn not to be so harsh with her, not to change her but accept her for who she is.”
(L & Y, 18 Sep 12)

“Have a better understanding of how to communicate with my spouse... It [the MPP] has been very enlightening on a personal level.”
(FH, 22 Oct 12)

“I have the right skills and knowledge and am more confident that my partner-to-be is the right person whom I want to spend my life with.”
(J C, 27 Jan 12)

“Having gone through the course and being more aware of realistic issues, I am more prepared for marriage.”
(HZY, 5 Nov 12)

“Learnt more about what a marriage consists of and how to make it last.”
(AC, 19 Sep 12)

“I learnt more about my spouse and how to manage conflicts in a better way.”
(CZL, 19 Sep 12)

“We learnt to win as a couple, as a team.”
(S & M, 25 Feb 2012)

“I would strongly recommend REACH Counselling for its provision of wonderful counsellors that go the extra mile in ensuring that their clients leave the centre more enriched, more settled and much happier.”
(Z & J, 24 Aug 12)



Continuing strong in marriage

113 Couples

Benefitted from our Marriage Enrichment events and talks throughout 2012

Event: A Talk on 'Commitment-- Getting Together, Staying Together' endorsed by Marriage Central

Date: June 2012

Event: A Talk on 'Seeing Eye to Aye: The Art of Conflict Management' endorsed by Marriage Central

Date: December 2012

Event: Movie 'Why did I get married?' and a Talk on conflict management

Dates: August and September 2012



Tending the Wounded, Fortifying the Faithful

It is in working through pain, suffering and the grind of everyday challenges that REACH Counselling's purpose in marital and family work is distilled into a tenacious championing of strong marriages and resilient families.

Love and forgiveness can still abide after the damage of adultery. Love and forgiveness will abide as we strive to keep our marriages healthy.

Stitching wounds together after being Torn Asunder

News of scandal and adultery sent us reeling as a nation in 2012. From high profile civil servants to secondary school principals, it appeared that no one was spared the pain of betrayal and the indignity of public exposure.

Privately, the poison of extra-marital affairs had also seeped into ordinary lives of the Everyman. A Straits Times feature article on adultery dated 18 March 2012 revealed a growing number of marriages becoming shattered by infidelity.

REACH Counselling was featured in the Straits Times feature as a place where couples could go to for help. We were also invited to participate in "The Good Wife", a live discussion on the problem of infidelity on Channel NewsAsia's current affairs talk show, Talking Point: The Vote. Through these media platforms, REACH Counselling publicized our offering of Dave Carder's 'Torn Asunder Affair-recovery Programme' which helps couples to recover from adultery.

Private Pain Surfaces...

Shortly after our features in the media, REACH Counselling received numerous public enquiries. Many of these enquiries became registered as new cases.

11
Couples

10 sessions to affair recovery



Vignettes of Forgiveness and Reconciliation

A Husband's Apology

Last June, my wife found out about the affair. She was devastated. The affair also affected my children very badly although they kept their feelings largely to themselves. My wife and I had many hours of long talk and there were screaming, quarrels, fights and even talk of separation. This caused additional tensions and strains in our relationship and our once happy family.

An article on the Sunday Times introduced us to Reach Counselling and the Torn Asunder affair recovery programme. Initially I was very reluctant as I did not want my family matter to

be known to a third party. Meeting our counselor quickly laid aside many of our initial fears and inhibitions for she is a very patient, experienced and empathetic advisor. Someone we feel comfortable to share and let out our feelings.

Torn Asunder programme is a very systematic and gentle programme that gives us an understanding that our family background, personality, marital history, martial styles (how we express our love in the marriage), all have big impact on our outlook and attitude towards marriage and the long term commitment to each other.

We discuss our faults and the affair openly in a non-threatening environment. Above all, I learn how to seek forgiveness from my wife for the affair. Now we are working towards rebuilding trust again.

Recovery from an extra-marital affair is not an easy process and even now it is a lot of hard work, commitment and willingness to go the extra mile in rebuilding the marriage and the family. We are not there yet but we are committed to succeed.

K.V.

A Wife's Forgiveness

We want to take this opportunity to thank you for working with us and the Torn Asunder program which indeed has a positive impact on our relationship.

My husband and I married relatively young (at 25yo and 27yo respectively) and were extremely happy during the "honeymoon" phase of our relationship. Unfortunately, as time passed, we started to take each other for granted and gradually, we were two individuals going about our daily lives.

When I found out that my husband was having an affair, I was devastated. It tore my world apart. But after speaking about the issues with him, we decided to seek help at REACH to salvage our marriage.

The fact that life has been so busy and stressful, with 2 young children, it caused major stress to our marriage. Add to the fact that during stressful situations we would withdraw from each other. This also led to my husband trying to find happiness elsewhere.

We both loved each other but it seemed there was always something in the way. We constantly misinterpreted each other's words, body language and intentions. I felt trapped with a husband who was often defensive, non-communicative and uncaring. These feelings generated resentment and in turn, brought out the worst in both of us.

In a way, I'm glad for what happened. It was a wake up call for us. The counseling sessions opened up a new way to interact with each other. We learnt that our issues were not unique. We slowly learned to communicate with each other by each putting aside one's own issues while intently and empathically listening to the other. The key being that you gave importance to your partner's feelings first and trust that by doing so, the time would come when you too would have your feelings addressed in the same manner.

Gradually, we could see things improving and our love and trust has grown. The bond between us also strengthened.

We both are beginning to understand a lot more about each other and how we should work towards making our marriage work. We now look forward, with great anticipation, to the rest of our lives together, knowing that as we continue to live by what we've learned with you, our relationship will continue to grow and strengthen and we'll be happy as we grow older together.

Thank you for helping us find our way back and in the hopes of inspiring you to continue your work; giving other couples the opportunity to build relationships of trust, safety and enduring love.

Regards,

S.T.

Comrades in the fight for marriage

As iron sharpens iron, so one person sharpens another. Proverbs 27:17, The Bible
REACH Counselling's tenacious work of championing strong marriages and families is not only with laymen but also with fellow professionals in the counselling landscape of Singapore.

In 2010, we organized the Emily Brown Professional Seminar for 60 professionals. In 2012, we continued our contribution of clinical support and development to the professional community by organizing another series of trainings based on Emily Brown's 'The Affair- A Catalyst for Change' from April to October.

11

Sessions

13

Counselling
Professionals

Professionals Together for 2012:

Working with clients who are emotionally volatile and often hurting deeply from the pain of infidelity is no walk in the park. It can be a draining experience on counsellors who often strain to keep grounded and stay engaged with clients.

REACH Counselling's training sessions were a constructive platform for counsellors to engage in mutual learning and support for handling complex cases. Participants also provided each other with a stable and 'sane' respite from the rough terrain of counselling work in marital infidelity. Many were rejuvenated and strengthened to continue persevering with their clients.



Financial Report 2012



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 2012**

Associated With
Smith & Williamson

Nexia TS Public Accounting Corporation

UEN: 200507237N

Incorporated with limited liability

Nexia TS Public Accounting Corporation is a member of Nexia International, an international network of independent accounting and consulting firms.

100 Beach Road, #30-00 Shaw Tower, Singapore 189702 Tel: (65) 6534 5700 Fax: (65) 6534 5766 Website: www.nexiats.com.sg

Singapore Shanghai

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

Annual Report
For the financial year ended 31 December 2012

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REACH COMMUNITY SERVICES SOCIETY

STATEMENT BY THE MANAGEMENT COMMITTEE

For the financial year ended 31 December 2012

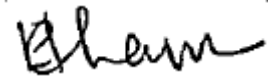
We, **Ho Siew Cheong** and **Cham Lee Fin** on behalf of the Management Committee, do state that in our opinion, the financial statements set out on pages 4 to 17 are drawn up so as to give a true and fair view of the state of affairs of the Society as at 31 December 2012 and the results, changes in funds and cash flows of the Society for the financial year ended on that date.

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

On behalf of the Management Committee



HO SIEW CHEONG
President



CHAM LEE FIN
Honorary Treasurer

Singapore

26 March 2013

**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 2012, and 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 control 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 control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of 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 2012, and the results, changes in funds and cash flows of the Society for the year then ended on that date.

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

26 March 2013

REACH COMMUNITY SERVICES SOCIETY

BALANCE SHEET

As at 31 December 2012

	Note	2012 S\$	2011 S\$
ASSETS			
Current assets			
Cash and cash equivalents	3	3,409,026	3,107,690
Donation and other receivables	4	131,162	6,526
Deposits		2,000	976
		<u>3,542,188</u>	<u>3,115,192</u>
Non-current assets			
Renovation and equipment	5	<u>63,483</u>	<u>51,166</u>
TOTAL ASSETS		<u><u>3,605,671</u></u>	<u><u>3,166,358</u></u>
LIABILITIES AND FUNDS			
Current liabilities			
Other payables	6	<u>237,766</u>	<u>163,492</u>
Funds			
Building fund	12	100,000	-
Accumulated surplus		<u>3,267,905</u>	<u>3,002,866</u>
		<u>3,367,905</u>	<u>3,002,866</u>
TOTAL LIABILITIES AND FUNDS		<u><u>3,605,671</u></u>	<u><u>3,166,358</u></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 2012

	Note	2012 S\$	2011 S\$
Income, net	7	2,289,743	1,777,752
Programme expenses	8	(1,387,639)	(809,330)
Management and admin staff costs	9	(492,567)	(541,249)
Other operating expenses		(144,488)	(102,423)
		<u>(2,024,704)</u>	<u>(1,453,002)</u>
Surplus for the year		<u>265,039</u>	<u>324,750</u>
Other comprehensive income:			
- Receipt of building fund		100,000	-
Total Comprehensive income		<u>365,039</u>	<u>324,250</u>

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

REACH COMMUNITY SERVICES SOCIETY

STATEMENT OF CHANGES IN FUNDS

For the financial year ended 31 December 2012

	Building Fund S\$	Accumulated surplus S\$	Total S\$
<u>2012</u>			
Balance at 1 January 2012	-	3,002,866	3,002,866
Total comprehensive income	100,000	265,039	365,039
Balance at 31 December 2012	<u>100,000</u>	<u>3,267,905</u>	<u>3,367,905</u>
<u>2011</u>			
Balance at 1 January 2011	-	2,678,116	2,678,116
Total comprehensive income	-	324,750	324,750
Balance as at 31 December 2011	<u>-</u>	<u>3,002,866</u>	<u>3,002,866</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 2012

	Note	2012 S\$	2011 S\$
Cash flows from operating activities			
Surplus for the year		265,039	324,750
Adjustments for:			
- Depreciation charges	5	22,521	22,104
- Interest income	7	(15,665)	(11,681)
- Loss/(Gain) on disposal of equipment	7	978	(133)
		<u>272,873</u>	<u>10,290</u>
Changes in working capital			
- Donation and other receivables		(124,636)	19,819
- Deposits		(1,024)	(15)
- Other payables		74,274	96,674
Cash generated from operations		<u>221,487</u>	<u>451,518</u>
Cash flows from investing activities			
Interest received		15,665	11,681
Receipt of building fund		100,000	-
Purchase of equipment	5	(35,818)	(54,618)
Proceeds from disposal of equipment		2	133
Net cash provided by/(used in) investing activities		<u>79,849</u>	<u>(42,804)</u>
Net increase in cash and cash equivalents		301,336	408,714
Cash and cash equivalents at beginning of the year		3,107,690	2,698,976
Cash and cash equivalents at end of the year		<u>3,409,026</u>	<u>3,107,690</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 2012

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 26 March 2013.

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 2012

On 1 January 2012, 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.

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.

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2012

2. Significant accounting policies (continued)

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.

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 de-recognised 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.

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2012

2. Significant accounting policies (continued)

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.

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.

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.

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2012

2. Significant accounting policies (continued)

2.10 Impairment of non-financial assets

Renovation and equipment 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. 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.

2.11 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.

2.12 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.

2.13 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 2012

3. Cash and cash equivalents

	2012	2011
	S\$	S\$
Cash at bank and on hand	489,385	1,798,742
Short-term bank deposits	2,919,641	1,308,948
	<u>3,409,026</u>	<u>3,107,690</u>

4. Donation and other receivables

	2012	2011
	S\$	S\$
Donation receivables	3,030	-
Funding receivables	68,371	-
Other receivables	59,761	6,526
	<u>131,162</u>	<u>6,526</u>

5. Renovation and equipment

	<u>Computers</u>	<u>Furniture, fittings and office equipment</u>	<u>Renovation</u>	<u>Total</u>
	S\$	S\$	S\$	S\$
2012				
Cost				
Beginning of financial year	40,871	118,115	300,645	459,631
Additions	18,710	17,108	-	35,818
Disposals	(2,851)	(18,513)	-	(21,364)
End of financial year	<u>56,730</u>	<u>116,710</u>	<u>300,645</u>	<u>474,085</u>
Accumulated depreciation				
Beginning of financial year	18,833	88,988	300,644	408,465
Depreciation charges	12,600	9,921	-	22,521
Disposals	(2,803)	(17,581)	-	(20,383)
End of financial year	<u>28,630</u>	<u>81,328</u>	<u>300,644</u>	<u>410,602</u>
Net book value				
End of financial year	<u>28,100</u>	<u>35,382</u>	<u>1</u>	<u>63,483</u>

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2012

5. Renovation and equipment (continued)

	Computers S\$	Furniture, fittings and office equipment S\$	Renovation S\$	Total S\$
2011				
Cost				
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	40,871	118,115	300,645	459,631
Accumulated depreciation				
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	18,833	88,988	300,644	408,465
Net book value				
End of financial year	22,038	29,127	1	51,166

6. Other payables

	2012 S\$	2011 S\$
Provision for staff performance bonus	65,161	40,000
Contribution to Central Provident Fund	110,024	82,892
Provision for unutilised paid leave	23,501	12,436
Advance funding for 2012 services	-	21,229
Capital expenditures	13,863	-
Others	25,217	6,935
	<u>237,766</u>	<u>163,492</u>

7. Income, net

	2012 S\$	2011 S\$
Donations		
– Grace AOG	100,000	150,000
– tax exempt donations	107,355	214,230
– others	3,179	718
Funding from Ministry and Other organisations*	1,356,952	1,119,339
Programme revenue	531,219	169,418
Counselling and marriage preparation workshops	33,004	32,825
REACH bursary programme	102,000	50,000
Financial assistance fund	3,500	-
Government grants	37,847	25,908
Interest income	15,665	11,681
Sundry income	-	3,500
(Loss)/gain on disposal of equipment	(978)	133
	<u>2,289,743</u>	<u>1,777,752</u>

* Ministry and Other organisations refer to Ministry of Social and Family Development, National Council of Social Services, Singapore Totalisator Board and The Community Chest.

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2012

8 Programme expenses

	2012	2011
	S\$	S\$
Programme-related staff salaries and bonus	1,028,240	557,508
Society's contribution to Central Provident Fund	129,540	86,620
Direct programme costs	229,859	165,202
	<u>1,387,639</u>	<u>809,330</u>

9. Management and admin staff salaries and bonus

	2012	2011
	S\$	S\$
Staff salaries and bonus	376,770	455,822
Society's contribution to Central Provident Fund	63,442	52,324
Staff training and other welfare	52,355	33,103
	<u>492,567</u>	<u>541,249</u>

10. Related party transactions

Key management personnel compensation is as follows:

	2012	2011
	S\$	S\$
Staff salaries and bonus	383,827	346,829
Society's contribution to Central Provident Fund	45,502	40,083
	<u>429,329</u>	<u>386,912</u>
Number of key management personnel	<u>4</u>	<u>4</u>

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

	<u>Number of staff</u>	
	2012	2011
Annual remuneration		
- Less than \$100,000	2	2
- More than \$100,000 but less than \$200,000	2	2
	<u>2</u>	<u>2</u>

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2012

11. 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:

	2012 S\$	2011 S\$
Not later than one year	2,616	2,311
Between one and five years	8,393	867
	<u>11,009</u>	<u>3,178</u>

12. Reserves

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

	2012 S\$	2011 S\$
Building fund	100,000	-
Unrestricted funds	3,267,905	3,002,866
Total	<u>3,367,905</u>	<u>3,002,866</u>
Ratio of reserves to annual operating expenditure	<u>1.66</u>	<u>2.07</u>

The Building Fund is set up for the building of new centres for the expansion of activities and services provided by the Society. The Management Committee is currently seeking the approval of the relevant authorities to set up a counselling centre.

The Society's current reserve policy is to retain reserves equivalent to at least 2 years of its annual operating expenditure. This will enable future expansion of the Society's activities as well as to maintain financial stability.

13. 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.

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2012

14. Financial instruments

(i) Categories of financial instruments

	2012 S\$	2011 S\$
Financial assets		
Cash and cash equivalents	3,409,026	3,107,690
Other receivables	131,162	6,526
Deposits	2,000	976
	<u>3,542,188</u>	<u>3,115,192</u>
Financial liabilities		
Other payables	<u>237,766</u>	<u>163,492</u>

(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 favourable 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 \$1,566 (2011: S\$1,168).

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2012

14. 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, donation and 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.

15. New or revised accounting Standards and Interpretations

Certain new accounting standards and amendments to existing standards that have been published are mandatory for accounting periods beginning on or after 1 January 2013. The Society does not expect that adoption of these accounting standards will have a material impact on the Society's financial statements.

FAITHFUL FUNDERS



DYNAMIC DONORS

CapitaLand Hope Foundation
Community Chest of Singapore
Credit Bureau (Singapore) Pte Ltd
Grace Assembly of God Singapore

Kwan Im Thong Hood Cho Temple
President's Challenge
The Little Skool-House On-the-Hill
The National Forwarder (Singapore) Pte Ltd

INDIVIDUAL DONORS WHO HAVE SUPPORTED US TENACIOUSLY THROUGHOUT THE YEARS

COMMUNITY CHAMPIONS

Agency for Integrated Care
Bendemeer Secondary School
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
Care Corner – Teck Ghee Youth Centre
Central Singapore Community Development Council
Centre for Fathering Singapore
Counselling and Care Centre
Criminal Investigation Department, Singapore Police Force
Eagles Mediation & Counselling Centre
ECON Health and Wellness Centre
Focus on the Family Singapore
Geylang East Home for the Aged
Greendale Secondary School
Guangyang Primary School
Health Promotion Board
Institute of Mental Health
Kebun Baru Link Resident Committee
Kuo Chuan Presbyterian Secondary School
Macpherson T-Net Club
Marriage Central

Methodist Welfare Services
Nanyang Girls' High School
National Council of Problem Gambling
National Population and Talent Division, Prime Minister's Office
National University of Singapore (Department of Social Work)
National Volunteer & Philanthropy Centre
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
Singapore Police Force (Tanglin Division)
COMNET @ Sin Ming Seniors Activity Centre
Social Service Training Institute
Thomson Citizens' Consultative Committee, Community Club & Residents' Committees
TOUCH Family Services
Whitely Secondary School
Workforce Development Agency

ALL OTHER FSCS & VWOS WHOM WE HAVE WORKED WITH IN 2012

