

**REACH**  
**COMMUNITY**  
SERVICES SOCIETY

**Annual Report 2013**



  
HOPE IS WITHIN REACH

*Vision:*

**Touching Hearts, Reaching Lives**

*Mission:*

**R**ekindling Hope

**E**nhancing Social & Emotional Well-being

**A**ssisting Personal Growth

**C**aring for the Hurting

**H**elping the Needy

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# Management Committee

## PRESIDENT

Sin Lye Kuen

## VICE PRESIDENT

Teo Tze Wei

## HONORARY SECRETARY

Rodney Chang Lai Mun

## HONORARY TREASURER

Clement Chung

## COMMITTEE MEMBERS

Billy Supardi  
Cham Lee Fin  
Patrick Liew  
Randy Leong  
Sandy Low  
Sia Siew Kien

## SUB-COMMITTEES AUDIT

Cham Lee Fin  
Peter Lim

## FINANCE

Clement Chung  
Sia Siew Kien

## FUNDRAISING

Patrick Liew  
Sandy Low Shien Ning  
Sia Siew Kien  
Sin Lye Kuen

## HUMAN RESOURCE

Billy Supardi  
Rodney Chang Lai Mun

## STRATEGIC & PROGRAMME PLANNING

Clement Chung  
Sia Siew Kien  
Sin Lye Kuen  
Teo Tze Wei

Left to right: Sandy Low, Cham Lee Fin, Chung Clement, Teo Tze Wei, Sin Lye Kuen, Chang Rodney, Leong Randy, Sia Siew Kien, Supardi Billy  
Absent from photo: Liew Patrick



# Hope Is Within Reach

REACH Community Services Society (REACH) has been serving the community since 1999.

Our mission is to impact lives by:

**R**ekindling Hope  
**E**nhancing Social & Emotional Well-being  
**A**ssisting Personal Growth  
**C**aring for the Hurting  
**H**elping the Needy

Through our 3 key ministries of REACH Family Service Centre, REACH Counselling and REACH Youth, REACH has been able to help many families and individuals facing diverse challenges ranging from family difficulties, financial challenges, youths looking for their identity and significance, young couples preparing to embark on the marriage journey and married couples facing marital issues. More than just remedial programmes, REACH seeks to help our clients enrich the marriage partnership, instil purpose and vision in our youths, and empower families to encourage, love, care and provide for each other. And as we like to say, HOPE IS WITHIN REACH. All these were only possible through the hard work of our staff, the partnership and contribution of our community partners and volunteers, as well as the generous support of our donors.

On behalf of every one at **REACH**, our clients and beneficiaries,

**THANK YOU VERY MUCH!**

2013 has been a very exciting year for REACH with several new growth opportunities coming to fruition. Since its inception in 1999, REACH has been operating one facility at the void deck of Block 187 Bishan Street 13. Over the last 2 to 3 years, REACH has been applying to various governmental agencies for a second location so as to facilitate the growth of the ministries of REACH. In August 2013, REACH was granted permission to build a 2nd centre - a counselling centre at Block 307 Shunfu Road. In October 2013, REACH was granted permission to build a 3rd centre - a Youth Centre at Block 417 Bukit Batok West Avenue 4. 2014 will be even more exciting as REACH starts to serve the community through 3 centres.

As the door of opportunities opens for REACH to make a deeper and wider impact in the community, REACH will be stretched in many ways. This is healthy. We grow when we are stretched. And we are confident that many will come alongside us to serve the community together



Going forward, REACH will continue to persevere in its vision to impact even more lives - working with the governmental agencies, our community partners, volunteers and donors.

The pages that follow speak of some of the many lives that were changed because REACH was there at their point of need. They also speak of the unwavering devotion of many of our staff in the face of difficult situations. There are many more such stories to be told in the years ahead.

Come alongside and serve the community with REACH! Visit our website, talk to our staff and Management Committee as to opportunities for service, partnership and contribution.

In closing, an old school refrain often comes to mind whenever I think about serving the community through REACH, and I hope it would also be meaningful for you.

*If I can help somebody as I pass along,  
 If I can cheer somebody with a word or song,  
 If I can show somebody that he's travelling wrong,  
 Then my living shall not be in vain.*

**Sin Lye Kuen**

President  
 REACH Community Services Society

# Personnel Team

## REACH COMMUNITY SERVICES SOCIETY

Ng Ai Ling, *Executive Director*  
 Rachel Leong, *Manager, Corporate Support*  
 Doreen Kwai, *Accounts & Administration Executive*  
 Joanne Su, *Community Relations Executive*

## REACH FAMILY SERVICE CENTRE

Terence Yow, *Centre Director*  
 Wang Kim Meng, *Senior Social Worker*  
 Alicia Lam, *Senior Social Worker*  
 Lee Yoke Mey, *Senior Counsellor*

Joseph Rajagopal, *Assistant Senior Social Worker*  
 Corine Quek, *Social Worker*  
 Lee Hui Yi, *Social Worker*  
 Jason Tan, *Social Worker*

Duraipandi Angeline Jayanthi, *Assistant Senior Counsellor*  
 Fiona Seah, *Counsellor*  
 Jen Goh, *Counsellor*  
 Joanna Yong, *Counsellor*  
 Josephine Ong, *Counsellor*  
 Suzanna Lee, *Counsellor*

Daphne Khoo, *Community Partnership Executive*  
 Doreen Chong, *Programme Executive*  
 Felicia Pek, *Programme Executive*  
 Ng Xin Hui, *Assistant Administration Executive*

## REACH YOUTH

Joe Chan, *Senior Social Worker*  
 Jaslyn Tan, *Social Worker*  
 Wong Yuxiang, *Social Worker*  
 Derrick Lau, *Counsellor*

## REACH COUNSELLING

Chang-Goh Song Eng, *Head*

Lilian Loo, *Senior Therapist*  
 Flora Chin, *Counsellor*  
 Mok Sin Lai, *Counsellor*  
 Vijoo George, *Counsellor*  
 Pauline Ong, *Programme & Administration Executive*

### Starting from left to right:

**Front row** : Ng Ai Ling, Rachel Leong, Mok Sin Lai, Chang-Goh Song Eng, Lee Hui Yi, Corine Quek, Lee Yoke Mey, Doreen Chong  
**Second row** : Daphne Khoo, Doreen Kwai, Pauline Ong, Fiona Seah, Lilian Loo, Alicia Lam, Josephine Ong, Wong Yuxiang, Ng Xin Hui, Jaslyn Tan  
**Third row** : Suzanna Lee, Joanne Su, Flora Chin, Duraipandi Angeline Jayanthi, Joanna Yong, Jen Goh, Felicia Pek  
**Back row** : Vijoo George, Jason Tan, Wang Kim Meng, Joseph Rajagopal, Terence Yow, Derrick Lau, Joe Chan



# The Power of Hope

Today, REACH Community Services Society (RCSS) stands at the cusp of a new phase in organisational history that will see us expand from one centre of operation to three in 2014!

Back in 2009, the Management of RCSS observed an increasing trend of couples approaching REACH Family Service Centre (FSC) for help with marital issues. Recognising this growing need, we acted to expand our capabilities in providing marital programmes and services beyond those offered through REACH FSC. Hence REACH Counselling was formed. Since then, RC has been providing couples, particularly the PMETs, with a wide range of marital services starting from pre-marital counselling to marital counselling, particularly extra-marital affair recovery. Demand for these services has increased steadily over the last five years. Today, RC is recognised as a centre that specializes in couple and marital work.

As our services grew, so did our need for space. REACH Counselling and REACH Youth have happily outgrown Block 187 Bishan Street 13. We began searching for void deck spaces in 2013, navigating many challenges along the way. The search for REACH Counselling's void deck space at Shunfu was particularly tough as there were only a few blocks suitable for housing a social service agency; Moreover, the space we set our sights on was occupied by an HDB home upgrading project at the time. The Not In My Back Yard syndrome in Shunfu and Bukit Batok was another challenge that compounded our difficult search for space.

I was feeling uncertain throughout the acquisition process, not knowing when the final endorsement would come. But I was certain of one thing— that our past reports show that REACH Counselling and REACH Youth have made significant impacts upon clients whom we have served. Deep down in my heart I was assured that, in due time, RCSS would be granted the necessary approval and endorsement.

Today, as I work on floorplan designs for REACH Counselling Centre at Blk 307 Shunfu Road and REACH Youth Centre at Blk 417 Bukit Batok West Avenue 4, I am indebted to many people who have supported our quest for space. I would like to thank Mr Hri Kumar Nair, MP for Bishan-Toa Payoh GRC, and his grassroots leaders for their relentless belief that REACH Counselling Centre would be an important amenity in the Shunfu

neighbourhood. I am equally indebted to Dr Amy Khor, Advisor to Hong Kah North GROs, and her leaders for their unwavering assurance that REACH Youth Centre would be a centre that touches and transforms the lives of many youths in Bukit Batok.



I thank the Ministry of Social and Family Development (Sector Planning and Development Division) and National Council of Social Service for their endorsement of RCSS operating REACH Counselling Centre and REACH Youth Centre. By Q3 2014, with the completion of these 2 new centres, RCSS will have a larger capacity to ramp up our existing outreach, programmes and services in the western and central regions of Singapore.

Moving forward, RCSS has drawn up plans for the next few years. These plans would remain as dreams if not for the unfailing support of our donors, community partners and volunteers. I thank our individual and corporate donors who sowed financial resources into our plans for the 2 new centres even while we were waiting for final approval for these buildings.

I would like to appreciate the Management and staff of RCSS for serving authentically to bring forth this 2013 annual report. Be inspired by The Power of Hope as you read our stories of HOPE Triumphant, HOPE Believed and HOPE Realised! Finally, I thank God for bestowing upon us His courage to venture into new communities and His blessings to exemplify the message that Hope Is Within REACH!

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

**Ng Ai Ling**

Executive Director  
REACH Community Services Society

# Community Partners who put Hope Within Reach

## Expanding Hope

RCSS depends on private donors, corporate sponsors and foundations to fuel our long term vision of Touching Hearts, Reaching Lives. It is because of their belief in our work that we are able to meet people at their points of need.

Thank you for your unwavering support that paves the way for us to continue putting hope within reach.



RCSS President Sin Lye Kuen (left) at the ACI Singapore Charity Golf 2013 event.

## Giving Hope Through The RCSS Bursary Award

The RCSS Bursary Award has been supporting the education needs of children and youths from low-income families since 2009.

Over the years, the RCSS Bursary has been privileged to receive support in donations and sponsorship from regular donors, such as Grace Assembly of God Singapore and Credit Bureau Singapore. Thank you for your unceasing support!

For 2013, we are pleased to thank and acknowledge SCAN-BILT PTE LTD for their generous donation of \$20,000 to the Bursary Award fund and also Nautical Concept Pte Ltd for their kind sponsorship of school bags for all bursary recipients.



MP for Bishan-Toa Payoh GRC, Mr Hri Kumar Nair (left), presenting a token of appreciation to Mr Shawn Lee of Nautical Concept Pte Ltd at the RCSS Bursary Award Ceremony 2013.



RCSS Board Member Sia Siew Kien (right) on stage with SCAN-BILT PTE LTD for a cheque presentation at the Laguna Country Club



MP for Bishan-Toa Payoh GRC, Mr Hri Kumar Nair (left), presenting a token of appreciation to Senior Pastor Calvin Lee of Grace Assembly of God Singapore at the RCSS Bursary Award Ceremony 2013.

# Feedback On The RCSS Bursary Award

From Industrial & Services Co-Operative Society (ISCOS) Ptd Ltd, our programme partner from 2011-2013

*“Between 2011 to 2013, 439 children received bursaries sponsored by RCSS. RCSS not only contributed generously to help the ISCOS members’ children, they also provided valuable inputs on how to fine tune the programme’s dynamics to enhance our services for the beneficiaries. With the collaboration of two social organizations with a common goal of helping underprivileged children, more beneficiaries benefited from the partnership as a result. It was also heartwarming to see staff and volunteers from the two organisations coming together to help make the lives of others better.”*

– Mr Patrick Ng,  
ISCOS Executive Director



RCSS President Sin Lye Kuen (right), receiving a token of appreciation from Ms Joy Tan, Vice Chairman of ISCOS at the RCSS Bursary Award Ceremony 2013.

## From the parents of our Bursary recipients

*“The bursary helps us financially because my older son who’s Sec 3 is on medication for autism and ADHD.”*  
– Mdm Lim

*“Will help a lot, getting books, textbooks, uniforms, computer accessories. When Edusave is used up, we can use the bursary for the school’s field trip. Can encourage the child to study hard.”*  
– Mdm Rabiah

*“At this present juncture, good and helpful to my daughter. I had just undergone an operation, so I could not work on a full-time basis until early next year. Now only my spouse is working. So this is helpful in our financial situation.”*  
– Paul

## Celebrating Our Volunteers- Our Partners In The Field

In 2013...



**100**  
Volunteers

Made a  
Difference to



**266**  
Children, youth,  
adults and families

We celebrated their hard work and tireless passion for service at ONE Degree 15 Marina Club on 23 November 2013



# REACH

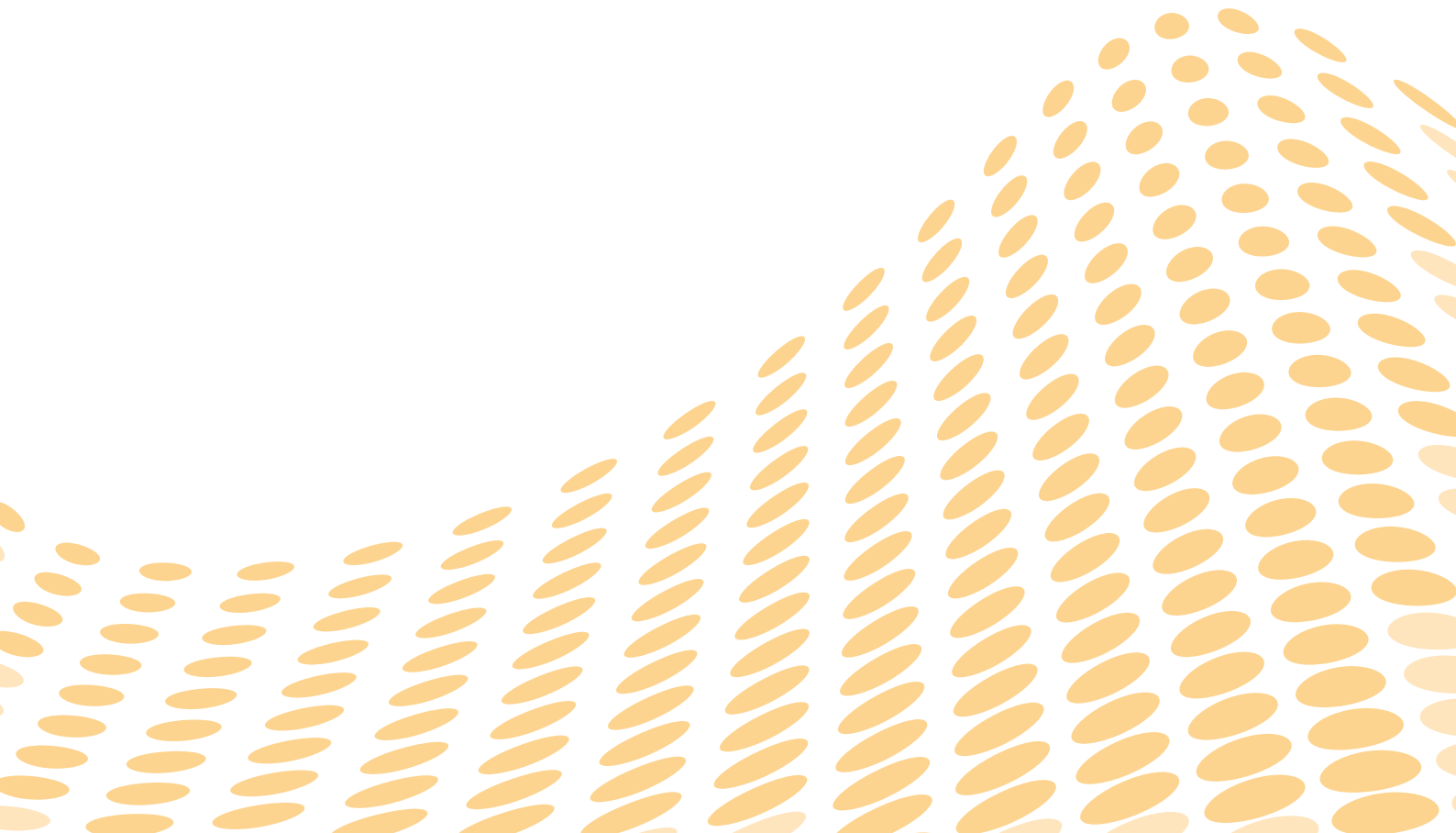
FAMILY SERVICE CENTRE

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## HOPE TRIUMPHANT

*Hope itself is like a star—  
not to be seen in  
the sunshine of prosperity, and  
only to be discovered in  
the night of adversity.*

– Charles H. Spurgeon



# Hope Triumphant



As I look back at the year 2013, 'Hope Triumphant' is a phrase that resonates throughout the work of REACH Family Service Centre (FSC). Last year, REACH FSC focused its efforts in deepening the work that we already do. We wanted to ensure that every client who walked through our doors would continue to receive the best service

possible. Guided by our core values in Excellence In Our Service, we are constantly striving towards giving our best and being accountable to what we are called and funded to do. This is the way we will make a real difference to client lives, bringing them a renewed hope that will triumph over every adversity.

REACH FSC kick-started 2013 with an initiative to re-establish contact with all clients whose cases were closed in the previous year. Our purpose was to find out how they were doing and to ascertain if our help to them had sustained effect. We were encouraged to find out that among the 96 clients we contacted 89 (92%) of them continued to maintain well after six months from case closure. This showed us that our work was making a real difference in the lives of many. Through this annual report, I am pleased to share with you some uplifting stories of how hope has triumphed in the lives of those who have walked through our doors.

We have continued our proactive outreach efforts to identify and engage needy families in our community. In 2013, we served 1,729 clients under our information and referral service and 318 new clients in our casework and counselling service. A total of 740 families were served through our casework and counselling service, an 18% increase from 2012.

We have observed that presenting issues are becoming increasingly complex and multi-faceted. In response, we took steps to deepen our caseworkers' competencies in case management in 2013. A

new model of group supervision was introduced to ensure that caseworkers are able to integrate case-management and counselling approaches flexibly when addressing issues that clients face. We also re-examined and improved on many work processes to ensure that our clients are better served in future.

In 2013, the Ministry of Social and Family Development (MSF) reviewed REACH FSC's work processes and service standards during on-site assurance visits. REACH FSC is delighted to share that we did very well in all indicators of the Family Service Centre on-site assurance. A number of our work processes, such as staff supervision, case closure and documentation, and internal check and control processes, have also been identified as best practices for others to emulate.

Perhaps the consistent and good work of REACH FSC has given us the good fortune of attracting many experienced senior practitioners to join our team. As the team and work in REACH FSC has become well established, I feel it is timely for me to hand over leadership of this agency and move on to new endeavors. Ms Alicia Lam will succeed me in heading the FSC as of 1st February 2014. I hope you will offer her your strong support and partnership as you did for me during my past 4 ½ years with REACH. Alicia brings with her more than two decades of experience in the helping profession. Under Alicia's leadership, I believe that REACH FSC will continue to be a good steward to the community we are called to serve by ensuring that Hope continues to triumph in the lives of every client who passes through our doors.

**Dr. Terence Yow**

Centre Director  
REACH Family Service Centre

# Hope Reaches Out

## An Overview of REACH FSC's Outreach

Outreach is a bridge between REACH Family Service Centre (REACH FSC) and our communities in Bishan, Sin Ming, Shun Fu and Thomson. We work with community partners and stakeholders to engage with residents in our community so that they are aware of our services. The outreach team continues to create safe platforms for needy individuals and families to step forward and enlist our services. In time, we hope to close as many crisis gaps as possible and provide good and timely services to residents at their points of need.

## Roadshows and Townhall Meetings Bishan-Toa Payoh GRC Bursary Award Ceremony

REACH FSC was invited to set up a booth at the Bishan-Toa Payoh GRC Bursary Award Ceremony on



**Daphne Khoo,**  
Community Partnership  
Executive

Outreach is the key to understanding the needs of our neighbours. Our neighbours are the residents of Bishan, Sin Ming, Shun Fu & Thomson and they are also the stakeholders who work closely with the Family Service Centre to help those in need. The outreach projects allow us to see clearly the areas of need in the community. It is a good platform to bring the awareness of hope to all in need.

Sometimes, a simple, 'Hello!' or 'How is your day?' is enough to touch a person's heart and outreach teaches us that simplicity of love that can be so easily forgotten.

Hence I believe the works of outreach will bring the Family Service Centre closer to the heart of the community.



27 Jan 2013 at Toa Payoh Central Courtyard. The Ceremony was a good platform for residents and stakeholders to find out more about our services and programmes. We enjoyed the opportunity of engaging a total of 800 families that day.



**“Bishan** North Grassroots Organizations and the Constituency Office is grateful to have REACH FSC as one of our key community partners. The close working relationships that were forged in recent years is imperative in providing the essential services and assistance to residents who are in need of them.”

**- Mr Lee Teck Wee,**  
Constituency Director  
Bishan North Constituency Office

## Townhall Meetings

In 2013, REACH FSC attended 4 Townhall meetings at Bishan and Sin Ming. At each meeting, we set up a booth to interact with residents and share about our FSC services and programmes. This outreach endeavour allowed us to understand the concerns of the residents living in that area. A total of 500 families were engaged in the Townhall meetings.



## Needs Assessment

### *Sin Ming Block 26 & 24 and Bishan East Block 152B Needs Assessment*

REACH FSC conducted needs assessments at Blk 26 and 24 Sin Ming and Blk 152B Bishan East during the period of March to September 2013 to identify needy families in these areas. Door to door surveys helped us to understand the crucial issues of residents in the block. A total of 474 units were covered during the survey and 18 households were identified to be in need of help and they were provided with follow-up services.

Many of the residents gave our team affirmation for this outreach endeavour by sharing that they were more assured that help was available for them at REACH Family Service Centre.

**“The** partnership with REACH Family Service Centre has been excellent! The staff responds promptly to any incoming cases.”

– Mr David Goh,  
Senior Centre Coordinator  
COMNET Senior Services

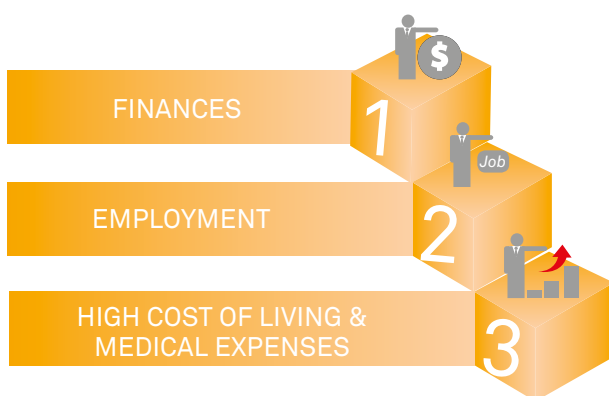


**“REACH FSC** has created a wonderful platform for us to assist rental tenants at Blk 26 Sin Ming. Through our engagement at the stakeholders’ meeting, all agencies are kept abreast of the latest developments and issues that the residents face. This enables us to render holistic assistance for them. Wonderful bonds were built amongst the agencies through the engagement too.”

– Ms Tan Ai Ling,  
General Manager  
HDB, Bishan Branch

## TOP 3

### CONCERNS FOR RESIDENTS:



### *Block 26 Stakeholders Meeting*

The Block 26 Stakeholders’ Meeting is held on a bimonthly basis between representatives of 8 community stakeholders: Housing and Development Board; COMNET Senior Services (The Ang Mo Kio Family Service Centres); Bishan Neighbourhood Police Centre; Bishan North Community Centre; Institute of Mental Health and Agency for Integrated Care; and REACH Family Service Centre come together to discuss high risk cases in Block 26 Sin Ming. A total of 60 cases were discussed in 2013. This ongoing collaboration has strengthened the referral and communication process among all community stakeholders.

### *Marketplace Outreach*

This new outreach endeavor was conducted in December 2013 at the neighbourhood market of Bishan Street 11. We visited 21 vendors and distributed REACH FSC brochures, sharing with them the services that we provide for needy families in the community. We were encouraged by the vendors’ response— 8 vendors agreed to partner REACH FSC for referral cases to help low income families and 5 vendors agreed to put up REACH FSC brochures in their premise. It was a very fulfilling outreach project because it showed the willingness of the neighbourhood vendors to be part of efforts to assist the needy in the community.



## MPS Outreach at Bishan North

REACH FSC provided assistance to 31 individuals and families at Bishan North in 2013.

Outreach at Meet-the-People Session Bishan North has been ongoing since August 2011. Our efforts to create greater awareness of our services among residents and grass roots leaders have been fruitful. Needy residents have stood to gain from MPS Outreach

in every way: they are able to receive on site referral and assistance for their financial, personal and/or family issues. The assistance they receive is also more effective because of REACH FSC's partnership with grassroots leaders. We make joint home visits with these leaders and attend Comcare Meetings to help them formulate the assistance required by needy residents. Residents' needs are sometimes multi-layered, involving financial, psychosocial or emotional support, or a combination of all three.



Engaging resident at MPS through brochure distribution.



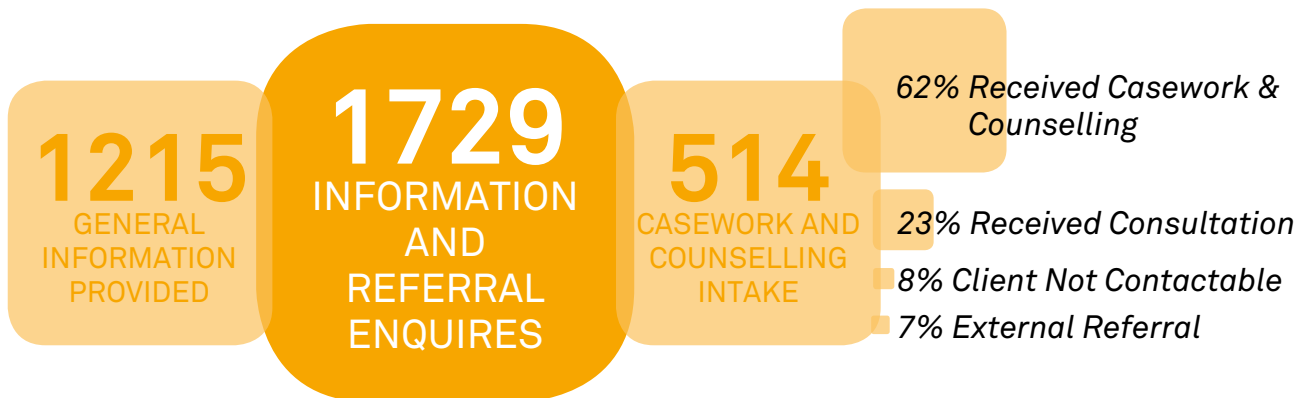
Advisor, Mrs Josephine Teo attending to a resident at MPS

# Hope Reaches In

## Information & Referral

Our information and referral (I & R) service helps individuals and families who approach the REACH FSC for help through phone, walk-in, email or referrals from other agencies. We provide relevant information, following up with them through casework and counselling at REACH FSC, or linking them to the relevant community agencies.

In 2013, we attended to 1,729 enquires through our I & R service and 514 clients were followed up with casework and counselling services. Out of this 514 cases, 318 (62%) clients received professional help from our casework and counselling services; 121 (23%) clients received a one-time consultation on their enquiry; followed by 36 (7%) of the callers being referred to other social service agencies for further assistance, and the remaining 39 (8%) were not contactable.



## A Social Worker's Intervention

Nancy is a single mother of 2 children, aged 11 and 8. She and her children have not had stable accommodation for 3 years after the sale of her matrimonial flat in 2009, following her divorce. They moved from one rented room to another numerous times. When she approached REACH FSC in late 2012, she felt very stressed and overwhelmed by handling the family's housing, financial and parenting issues on her own over the last 3 years. As she has only secondary education, her job options are limited and her salary was just sufficient to cover the family's expenses. She had difficulty managing a full-time job and caring for her children, as she had very little support from her family members to help with bringing and fetching her children to and from school, or taking care of them when they were ill.

When I first met Nancy, she was coughing and looked very tired. She felt a sense of inadequacy towards her children as she felt that she was unable to provide a stable home for them. However, I highlighted to her that she was very committed towards her children and resourceful in seeking help. She had already applied for a HDB rental flat and was waiting for confirmation of her registration.

I wrote to the HDB officer handling her case to advocate for expediting her application for a rental flat. I also recommended her to approach the MP to appeal for early

allocation. Whilst waiting for the rental flat, Nancy and her children had to move again but she could not find a suitable place. I contacted various shelters to request for temporary accommodation, and accompanied her to an interview at a shelter in Jurong. But after being accepted by the shelter, Nancy managed to find a room to rent which was a better option than the shelter, as the rented room was nearer to her children's school. About 5 months after her registration for a rental flat, her family was allocated a 1-room flat. Nancy was jubilant when she related this good news to me! Her family finally has a stable home where they can enjoy their own space.

Over this 1-year period, the sessions with Nancy have also helped her with working through unresolved internal conflicts with regards to her family relationships and divorce, and with focusing on taking concrete steps to improve on her financial and parenting concerns. Although she still faces ongoing struggles in these two areas, she has shown tremendous improvement in managing the demands of her family life which was evident from her confidence and her calmness.

## Overview of Casework & Counselling

REACH Family Service Centre has a team of professional staff to provide social work and counselling services to those who experience difficulties in their social, personal, work, marriage and family lives. We help families by assessing their problems, conducting home visits, and providing them with assistance to better cope with their difficulties and problems.

## Casework & Counselling

In 2013, we served a total of 740 clients through our Casework and Counselling services. There has been a 18% increase in the number of clients being served compared to the previous year. The increase in numbers is a reflection of our continuous effort to reach out to needy and disadvantaged clients. A comparison is shown below:

	2013	2012
Number of cases in Jan	422	314
Number of new/re-opened cases	318	313
Number of closed cases	253	205
Number of cases at Dec	487	422
<b>Total number of cases handled</b>	<b>740</b>	<b>627</b>



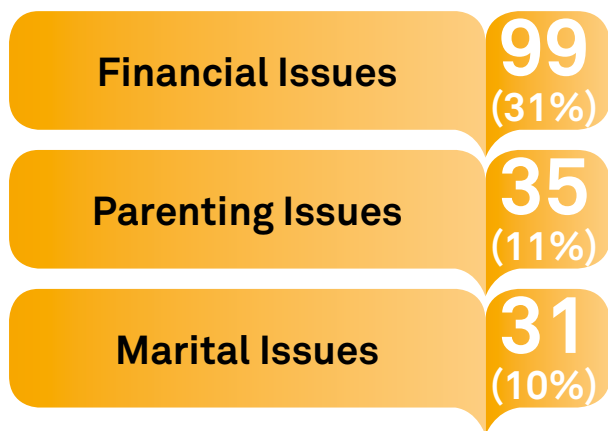
**Alicia Lam,**  
Senior Social Worker

Case Management is like a complex chess game. I have to zero in on important case information to formulate plans that address the safety of vulnerable individuals and families. Throughout the whole process, I draw on theory, logic, community partners and other environmental resources to create a safety net for clients. I repeat this process many times, each time re-evaluating what more can be done to create a good future for clients to move forth.



## Presenting Problems of New Cases

### 3 Highest Presenting problems



### Followed by:

- 26 (8%) *Mental Health Issues*
- 25 (7%) *Housing/Shelter*
- 21 (7%) *Family Conflict*
- 19 (6%) *Family Violence*
- 16 (5%) *Employment/Career*
- 14 (4%) *Elderly Issues*
- 14 (4%) *Interpersonal Issues*
- 8 (3%) *Others*
- 4 (1%) *Youth Issues*
- 3 (1%) *Health Issues*
- 2 (1%) *Gambling*
- 1 (1%) *Child abuse*

### Relating Better With Each Other

Samantha and her husband are working professionals and they have a teenage son, Michael, who is in secondary 3. They had much difficulty in managing him as he had the tendency to hit his head against the wall or on the floor whenever he felt stressed. They were at their wits' end. One evening, Michael was using the iPad and his dad told him not to spend too much time on it. When he did not budge, his dad tried to seize the iPad from him. He struggled with his dad and started banging his head against the wall so hard that Samantha had to call the police for help. They were then referred to REACH FSC for counselling.

The counselling sessions provided the space for parents and son to hear each other out. Michael's parents came to understand that whenever he felt accused or misunderstood, it would drive him to hit his head. His parents had the opportunity to share with him their concerns too. They told him that

whenever he refused to listen to them, they felt that he was being disrespectful towards them and that aggravated the situation.

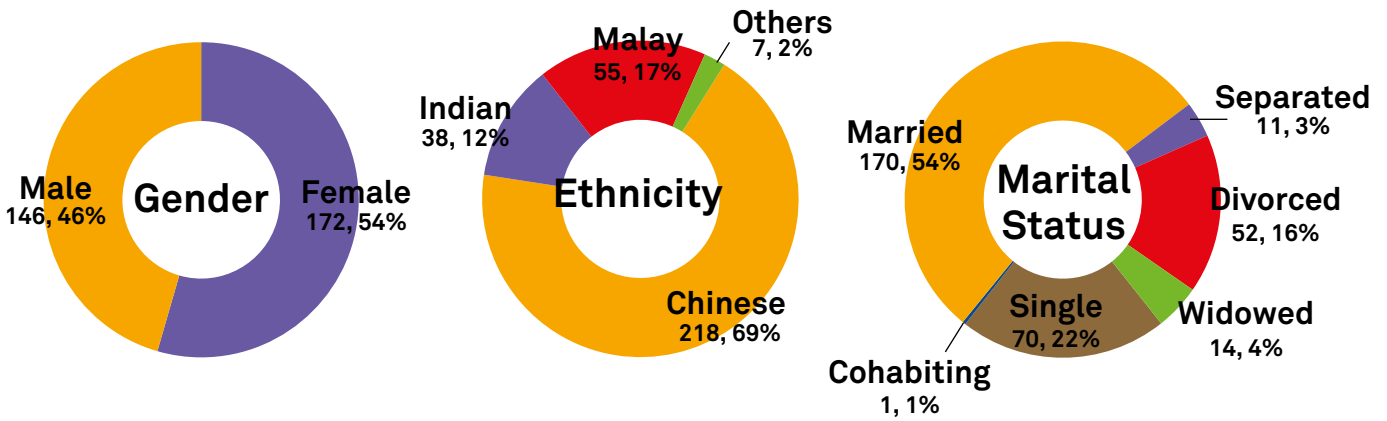
Concepts from Cognitive Behavioural Therapy (CBT) were used in the counselling process to help the Michael and his parents to manage their emotions and behaviour. The counsellor helped the family to understand that we feel what we think, our thoughts propel us to feel and behave in a particular manner. They developed insight and realized that feelings are powerful indicators and they are the driving force behind our actions. Hence, there is a need to acquire the skill of being able to regulate our feelings.

Psycho-education was used to help Michael understand the concept of the triune brain: when he has intense emotional moments, his thought processing is channelled down from the 'thinking brain' to the 'feeling brain' that drives his action. Michael shared that the information was helpful for him as he could better understand his behaviour. He was taught coping skills to manage his impulsivity at

the onset of his frustrating feelings so that they did not reach full blown state. He also learned that thoughts trigger feelings of unrest and he could use these feelings as a feedback system to react in a positive manner. For example, he could leave a negative environment by excusing himself from the scene of trigger whenever he felt his anger rising. This would help him manage his behaviour and not resort to hitting his head to curb negative feelings.

During counselling sessions, Michael expressed his heart's desire for his dad to relate to him in a positive manner by communicating with him in a more casual and relaxed manner, rather than adopting a top down approach which made him feel stifled. Gradually, the family learned to discuss things in a light-hearted manner unlike the initial tense and emotionally charged environment. Michael commented, "My dad is okay with me now except when he is feeling tired". His dad smiled at him in acknowledgement, showing signs that they have both learned to understand each other better.

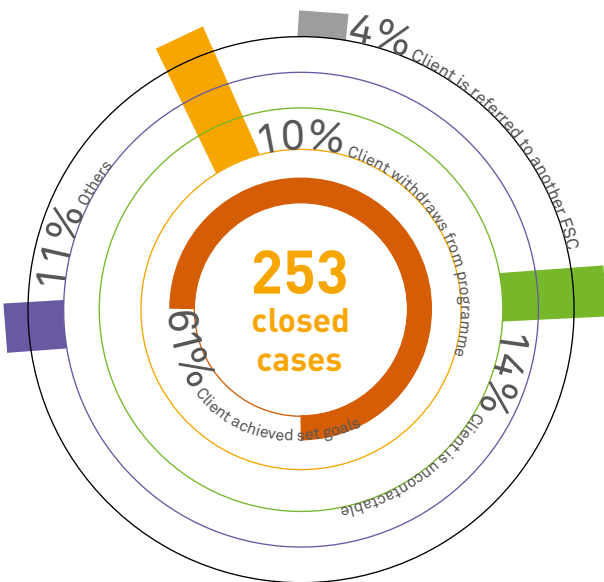
## Profile of New Cases



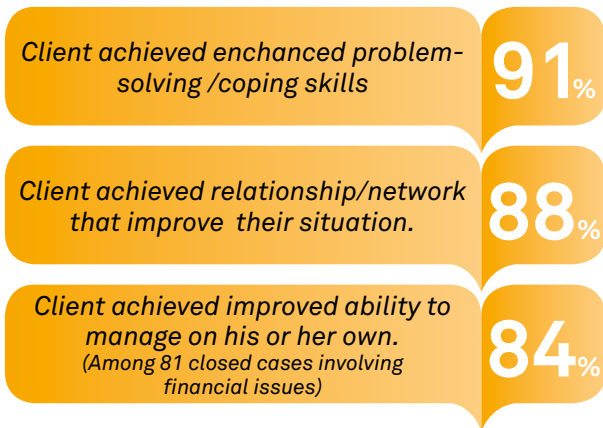
## Closed Cases

Out of the 253 cases that were closed in 2013, 61% of the clients had successfully achieved their goals before closure.

### Reasons for closed cases



### Outcomes of closed cases



## Tangible Assistance for Low Income Families

"The Straits Times Pocket Money Fund" for

45 primary school students,  
39 secondary school students  
9 post secondary school students



156 low-income families received grocery vouchers	70 families received interim financial assistance	42 families received "ComCare Fund"	484 Sets of Food Rations distributed
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Lee Yoke Mey,  
Senior Counsellor

Counselling is a journey of guidance to bring change for those in difficult situations. Amidst these situations and worried feelings, clients need someone who will listen as they make sense of what is going on and assist them to move on. Counselling done well enables people to develop positive coping ability and help themselves manage problems in everyday life.



## Family Violence Mandated Counselling Programme

Besides our core casework and counselling programme, REACH FSC also conducts the Family Violence Mandated Counselling Programme. This programme was introduced by the Family Court and Ministry of Social & Family Development (MSF) to help families experiencing violence in their relationship.



### Main objectives:

*Help clients to stop violent behaviour  
Help clients to find alternative ways to cope with their anger*



*Of the total cases handled,  
30 cases were newly referred to  
REACH FSC.*

### A Family Full of Hope

Mr Loke, 71, and his wife, 43, live with 4 children in a three-room HDB flat, with utilities arrears of \$600. Mr Loke worked in the rag-and-bone trade until two years ago when lower abdominal surgery left him unfit for active work or normal daily activity. His wife works as a daily-rated dishwasher to earn the family's income of \$1,300 per month.

In my first meeting with Mr Loke, he was showing signs of mild depression. Having had an active working life before, he was now homebound and preoccupied with his poor health. He was also worried if his wife could cope with the stress of being the sole breadwinner; she has a history of mental illness.

Mr Loke also worried a lot about his children. His two daughters were performing poorly in school; the younger one struggled doubly hard because of mild dyslexia. His youngest son, a special needs child, needed constant care in a long-term foster home. His eldest son, Zhong, from his wife's first marriage

in China, was hardly at home and Mr Loke took it that he was disinterested in the family.

I applied immediately for Mr Loke's daughters to start receiving assistance from the School Pocket Money Fund (SPMF). I also encouraged him to register them for REACH FSC's Programme Esperanza tuition and mentoring programme. Some paperwork had to be done to complete their registration, and that is when I had the opportunity to meet Zhong.

My first encounter with Zhong was a revelation. Far from being disinterested in the family, this soft-spoken young man impressed me with his quick grasp of what needed to be done for his family. Within the space of an hour, he provided me with nearly all the information I required for his sisters.

I later realized that he was anxious not to be late for work later that morning. Getting him into a brief conversation, I learned that he had been working and saving for his anticipated enrolment into

undergraduate studies at NTU. Being a non-citizen, he did not qualify for any educational assistance.

As our conversation continued, I perceived that Zhong was deeply concerned about his family, but had little hope for the future because of their circumstances. He confessed to have given up 'nagging' the family, and his younger siblings. I affirmed him by commending his concern for them and also challenged him to take on the role of change agent for the entire family, assuring him that REACH FSC would stand behind him in support. His first task was to coax his two stepsisters to come to REACH FSC to meet a caseworker. With a faint smile, he accepted.

Two days later, I welcomed a quiet, thoughtful, 11 year old and a sweet, chatty, 9 year old at our centre. After a short chat about home and school, I sent them

home with food, a bag of bathing soap, toothpaste and toothbrushes, and laundry detergent. These items were important, as I learnt that the girls had each been doing their own laundry without detergent all this while. Thus began the cycle of positive change and hope.

As for the latest developments, I am delighted to share that a group of volunteer teachers and students have begun our Home Improvement Programme at the Loke family flat. Zhong was vital in making this happen because he spent 8 months persuading mom and dad to accept our help in cleaning up their home. This is a significant step in our plan for the Loke family as their home has been unsanitary and strewn with Mr Loke's daily collections from the streets. The Loke family has taken a great leap forward. Our efforts, begun faintly in hope, are beginning to be realised!

# Hope Builds Up

## Overview of Community Support Programmes

In 2013, the Community Support Programme (CSP) team, served a total of 266 individual children, youth, and adults, and touched the lives of five families in a very tangible way. In the course of doing so, 100 volunteers were mobilized and trained and they made our various programmes possible throughout the year.

Understanding that every individual is linked to families and an extended social network, to others in their community who play a part in his total well-being, the various CSP programmes are designed to attempt and meet holistically the needs of our Centre's clientele. Thus, you will find programmes focusing on the cognitive (Programme Esperanza, Financial Literacy), social, moral (Programme Esperanza); physical-cognitive-social-emotional (Family Bonding Day); cognitive-financial (Employment Preparation and Financial Literacy); physical-social (Home Improvement Programme); social-financial (Blooms of Hope).

As you will see in each of our programmes, that there is wide range of knowledge, skills and energy injected from our staff, and even more from our dedicated volunteers, who are called to play vital parts in each of these programmes. They are truly the unsung heroes in our every accomplishment in 2013.



**Wang Kim Meng,**  
Senior Social Worker

Programme work recognises that an individual is a 'person in environment'. This environment consists of a constellation of people, comprising families, workplaces, schools, neighborhoods, etc. A healthy individual is one that can interact positively and productively in this environment. This is why each community support programme extends beyond the counselling room into community. The aim is to deliver an intervention or a service that helps the individual to acquire the life skills necessary for functioning positively and more productively in the ebb and flow of the real world.



## Programme Esperanza (PE)

Programme Esperanza was started by REACH FSC in April 2011 to support low-income families with school-going children. For the students, the programme uses academic support as a point of engagement for families to enroll their children for the programme. Through the weekly one-to-one mentoring and a variety of experiential and engaging activities, the programme not only helped the child with their academic performance, but also character building, life skills and moral education, to facilitate their holistic psychosocial development. School holiday enrichment activities for the children such as outings to the Science Centre and Universal Studio were also organized to reinforce their learning. Field camps strengthen positive qualities and skills such as leadership to increase self-efficacy. Workshops are also conducted to help the child improve their stress- and time-management.

For the parents, a weekly Parents Network Group, was run concurrently to provide a platform of mutual support in their parenting journey and to help them acquire knowledge that can improve parent-child relationship; handling difficult situations, and problem-solving. Workshops featured different themes, such as: building a bridge to your child; positive parenting; what does love feel like; how can I control how I feel; helping and supporting your child; showing your love; understanding each other; and, nurturing a successful child'. Principles learnt are reinforced through activities such as games and role-playing.

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

– PE participant



Poh Pei Ling,  
PE volunteer

Getting to see the progress of our mentees, no matter how small, is a very fulfilling experience. I enjoy learning through the process of mentoring. I have become more patient, more sensitive to others' needs and more observant through all the interaction with the mentees.

”



Tuition and Mentoring Session



Parents at a network session



Children and peer mentors listening intently to tips on how to improve study skills.

**“I love** the programme. And I like the games most. My studies are starting to improve as well.”

– PE participant

## Children's School Holiday Programme - 2013



**Chingay 2013** - On Sat 23rd of February, 8 children from REACH Family Service Centre were invited by the National Population and Talent Division (NPTD) to the Chingay Celebrations. Through the event, children were able to learn more about our local culture and festivities, and immerse themselves in the celebrations of this unique parade.



**Movie Outing: The Croods** - On Sun 31st March, Credit Bureau (Singapore) Pte Ltd invited 40 children for a movie outing at the Shaw Lido as an incentive to encourage to our bursary recipients toward greater academic performance.



**SERVATHON** - On Sun 8th Sept, REACH Family Service Centre participated in Servathon 2013. At the event, the children had fun and were taught clay making by the friendly staff of the corporate Citycare volunteers.



**Movie: Cody, The Robosapien** - On Sat 14th Sept, Central Singapore Community Development Council kindly sponsored the children of REACH Family Service Centre for a movie treat at the Shaw Lido cinema.



**Science Centre (9 Nov)** - On Sat 9th Nov, children of REACH Family Service Centre headed down to the Science Centre along with their family members and the volunteers from Nanyang Girls School. On the trip, the children were exposed to Science and had a great time of bonding with their family and peer mentors.



**Stress Management Workshop "Know It, Beat It"** - On Sat 4th May, Programme Esperanza conducted the stress management, initiated by Health Promotion Board. The aim of the programme is to teach primary school children skills and techniques to identify, handle stress which are faced in school, as well as peer pressure.



**Girls' Brigade Carnival** - Children of the programme were invited by the Girls' Brigade to a carnival especially organized for children from low-income families at Girls' Brigade Head Quarters premise, located at Upper Serangoon Road, on Sat 13 July.



**Ramen Tonkatsu King (3rd Dec)** - On Tue 3rd of Dec, children at our centre on the Straits Times School Money Fund (SPMF) were invited to a meal at Japanese eating place, Tonkatsu King. Many of the children were excited to have their first taste of Ramen! The staff of SPMF was there to mingle and engage with the children.



Then again, on Tue 10th Dec, the children were again invited by them to Krispy Kreme at Tangs where they were given a chance to tour the kitchen and to understand the process of how these doughnuts were made. Children were also given a chance to make their own doughnuts.



**Snow City** - On Sat 7th Dec, Maple Lifestyle invited 20 children to Snow City where they were taught how to make their own ice cream as well as to play in the city.



**Christmas outing @ SAFRA Jurong** - On Sat 14 Dec 2013, 17 primary and secondary school children went down to SAFRA Jurong for a day of games and activities.

## Family Bonding Day

A total of 29 families (111 participants) and 53 volunteers participated in our own version of the Amazing Race at SENTOSA Island —the activity for Family Bonding Day this year. It was held on a clear and sunny Sat on 15th June. This was the week just before the haze set into Singapore. Teams of family members worked hard together to surmount challenging tasks such as eating morsels of food dangling from a bamboo pole without using their hands; building the tallest possible straw structure; and, many more.

The biggest challenge for many families, however, was figuring out the route using a map and getting to the next station, as the stations were located a distance



*A young participant jumping to snatch a morsel of food for his team*

from each other. Our volunteers who accompanied the families did an excellent job in spurring the families on. The families cheered excitedly each time they succeeded in completing the assigned tasks. Most jubilant of them all were our three winning teams, who showed the most enthusiasm, cooperation, and determination in completing the race well!

The Amazing Race indeed provided a memorable time of fun and challenge at SENTOSA to the families, enabling them to build stronger bonds of love and communication. It was heart-warming to hear to hear positive feedback from the participants after the 'Amazing Race'. They wanted to experience more of the following themes in their family life: "Working as a team", "Talking peacefully", "Going out together", "Bonding and communicating".



*A family team on their way to winning the Amazing Family Bonding Day Race!*

## Employment Preparation and Financial Literacy Programme

How much will you earn in 5 years' time? What will you spend your earnings on?

How much will you spend on housing, transport, eating out in 10 years' time? These were the tough questions for the family teams that participated in our Financial Literacy Game on Sat 8 December, at the void decks around our centre.

A total of 32 participants grouped into teams with their family members and walked through 30 years of their family life together making major financial decisions.

After the enriching experience, the families attended 2 sessions that provided them with knowledge on the preparation for life's crises', job search and job matching and preparation for employment through partnership with Boxhill Institute which is an approved training organization for the Singapore Workforce Development Agency (WDA).



*At one of the stations where families have to make decisions on how they want to spend the limited income they have.*



*Another family at a different life stage.*

## Home Improvement Programme (HIP)

HIP is extended to low income families who are part of our clientele. We are pleased to report that 5 needy families benefitted from the programme in 2013. Improving the physical living environment of the families was not the only target for us and it may not have been the most important one for the family too. The case workers for these families were also aiming to improve the sociability and the decision-making ability of the families as well. In our endeavor we had the energy of the students from Nanyang Girls' School and Raffles Leadership Institute, a school within Raffles Institution. The students benefitted from participating in the programme too.



*This is where we started at one place.*



*This is how we ended.*



*This is how we continued at another.*

### A Testimony from Raffles Institution:

In 2013 Raffles Leadership Institute officially partnered with REACH Family Service Centre to reach out to a few needy families living at Sin Ming Estate. The experience has enriched my students from the Leaders for a Better Age Programme. What made it work so well was the understanding and supportive staff from REACH FSC. They gave us their time, administrative support and most of all patience. They understood our learning outcomes, valued the abilities of our students and gave us room to work things out. I believe that resulted in deep learning for my students and progress for the families we reached out to. These are the things that make a good partnership great!

I am impressed with the level of dedication, passion and professionalism that Kim Meng and Felicia demonstrated in the course of our partnership. It has impacted me very much. As Raffles Institution sets forth to make a bigger impact to its community, I look forward to many years of collaboration with REACH in both community education and service to those who are in need.

- Mr Kuak Nam Jin  
Head, Raffles Leadership Institute,  
Raffles Institution

## Blooms of Hope

Blooms of Hope celebrated its 1st year anniversary in 2013! This project was started for the benefit of women from low-income families who have difficulties securing employment.

A total of 23 ladies participated in 2013. They grew in skills and knowledge during the year and were able to pass on their know-how in floral arrangement and jewellery-making to another group of ladies under the HOPE Programme and also to a group of Secondary 1 students at Unity Secondary School.

One of our many success stories would be that of Fatimah, an Indonesian mother married to a Singaporean. She was initially hesitant to join Blooms of Hope as she did not speak much English. However,

with encouragement from our social workers and from the other ladies in the group, she came to classes and gradually gained confidence in language and other skills.

Today, she is adept at floral arrangement, hamper wrapping and gift-making. Her relatives and friends were impressed by her creativity and even placed orders with her. She has also used her new skills

to supplement her husband's income. We are proud of Fatimah and how far she has come from the shy and quiet lady who came to Blooms of Hope at the start of 2013.

"The money earned from Blooms of Hope has been a great help to my family."  
- BLOOMS participant

"I really enjoy learning so many new skills from the sessions I have in Blooms of Hope. It is also so fun!"  
- BLOOMS participant

*It's not their wedding! But it's their floral arrangements at Project @ Rasa Sentosa Resort*

*Preparing Christmas Hampers for orders!*



# Hope Lifts Up

## Overview of HOPE Programme

Home Ownership Plus Education (HOPE) Scheme is a national incentive scheme that aims to help low-income families who are committed to upgrading themselves and achieving a better life for themselves and their children. It is our privilege to be given the opportunity to be one of the service providers for mentoring and outreach under the HOPE Scheme, which was initiated by the Ministry of Social and Family Development.

## HOPE Outreach

HOPE outreach programme aims to reach out to eligible and needy families by promoting the awareness of the HOPE scheme through door knocking, continual establishment of working relationships with agencies like Family Service Centres, Grassroots Organisations and childcare industries within the Central and North East Community Development Councils.

Our outreach efforts for 2013 yielded the submission of a total of 42 applications. Some of the families who were our previous HOPE clients expressed interest in returning to the scheme as they have found hope for their families after joining the HOPE scheme. Hence, the HOPE Outreach Programme continues to make a positive difference in the lives of needy families who are eligible for this programme.



Josephine Ong,  
HOPE Counsellor

Families who join the HOPE Scheme are typically struggling financially. Clients want to provide more for their children but have few skills and lack confidence; some are single mothers struggling to get back into employment after years of not working. In my role as a mentor it is important to help clients to believe that they can create change. I enable them to see their own abilities and improve their self-esteem and self-efficacy as they work to improve their life situation.



Family bonding outing to the S.E.A. Aquarium.

## HOPE Mentoring

There are 4 core components that drive the HOPE Mentoring Programme:

1	Financial Resilience
2	Employability
3	Training & Skills Upgrading
4	Support Groups

In 2013, we have journeyed with 437 families as they step out of their comfort zone to make positive changes to their lives.

**437**  
FAMILIES  
MENTORED



*This is an increase from last year's figure of 396 families*

**2**  
MAJOR  
SUPPORT  
GROUPS

### Parenting Support Group

Impact on clients:

- Learned tips on effective parenting
- Expanded their network of friends, who can share in their parenting struggles and provide support

### Indonesian Mothers Group

Impact on clients:

- Learned skills in floral arrangement
- Motivated to improve skill sets to increase employability

## From Anxiety to Hope

For those who do not know her story, Siti is an unremarkable person. At 33, her highest level of education is Primary 3. She earns a meagre \$1,000 per month as a cleaner at a childcare centre. She is divorced with 2 children and stays with her mother.

Yet, these same facts make Siti remarkable. Her story is one of healing, self-discovery and bravery in a journey that has brought her from anxiety to hope.

In 2011, Siti came to REACH Family Service Centre a depressed and desperate woman. She was trapped in a marriage to a drug abuser. Her husband was frequently absent and did not provide for the family. Siti was the sole breadwinner and caregiver of their two children. Money was always short but overnight there was none—Siti was asked to leave her part-time job because she had taken too much time off to care for her sickly second son. To make things worse, her eldest son, Ahmad, had become rebellious at home and at school, often hanging out with youth gangs. There seemed to be no light at the end of this long, dark tunnel of problems with money, marriage and parenting.

“At the time she felt like there was nothing in her world she could control, not even herself,” said Josephine, Siti’s HOPE counsellor. “Siti also struggled with the issue of low self-esteem. Due to her education level, she believed that she was only good enough to be a cleaner.”

After providing financial safety nets for Siti and her family, Josephine set out to create positive, long lasting change in Siti’s life. Her

main aim was to help Siti emerge from her learned helplessness and become proactive about creating the kind of life she wanted in the future.

Parenting was the first issue that Josephine tackled. She held counselling sessions with Siti and Ahmad where she helped to surface the underlying issues which were straining their relationship. It emerged that Ahmad was feeling resentful of his mother, blaming her for his father’s absence. Mother and son had many heart-to-heart talks after this revelation. As their relationship slowly improved, Josephine also sent Siti to attend parenting workshops and support groups where she could learn how to communicate effectively with Ahmad and understand him better.

Employment and skills upgrading were Siti’s next big hurdles to cross. Josephine used a variety of approaches to increase Siti’s exposure to possible jobs she could pursue, such as being a cashier at NTUC or working in an F&B kitchen by means of getting a certification in food hygiene. To boost Siti’s self-confidence, Josephine brought her out on weekends for various activities, such as attending the Chingay Parade and visiting new places. These activities gave Siti new experiences of life beyond her self-confines in Ang Mo Kio and made her feel a sense of belonging to the Singaporean community around her.

Alas, after 8 months there was no improvement. Siti remained unemployed, rejecting Josephine’s encouragement to apply for jobs in new industries. She was also unwilling to attend any skills upgrading courses, often telling Josephine, “I cannot speak English.”

“After 8 months, she was still closing all the doors I was trying

to open for her. The only thing in Siti’s way was her unwillingness to change. I had to confront her reluctance,” said Josephine.

“I used the analogy of a marathon to explain things to her. In life, it doesn’t matter how far you have to run as long as you are still running towards your goal,” Josephine said. She challenged Siti, “Do you think you are moving towards your goal now?”

Siti did not contact Josephine for 3 months after that. She also did not respond to any calls or messages. To Josephine, it all looked like a failed intervention and she was concerned that Siti would not only return to square one but fall back even further.

But Siti proved her wrong. In the time they were apart, she had picked up the courage to ask for a cleaning job at a childcare centre near her housing estate. It was the dirty walls that made her enter the place and persuade them to hire her. During the course of her work, Siti’s supervisor gave her a chance to learn about the children’s special needs and how to care for them properly.

“I always thought that I was at the bottom of the ladder. But working with special needs kids made me see that there are other people who have even more difficulties—but they are still trying,” said Siti during a recent catch-up session with Josephine. “Now I want to upgrade myself so that I can care for the special needs children better.”

Siti is very different woman from her old self of 2011. She is no longer ‘Siti the cleaner’. She is a woman empowered and filled with purpose for the future. Indeed, she has crossed the tumultuous waters of anxiety to newfound hope and dreams. Let’s wish her all the best!




**REACH**  
YOUTH

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**HOPE REALISED**

*“Never, ever, give up!”*  
– Diana Nyad



# Hope Realised



REACH Youth started with a vision of being a “Centre For Teens and Kins” in 2003. Since those early days, the team has been deeply involved in making this vision come to pass. Through many ups and downs over the years, the team has constantly battled against the challenges of resourcing, focus and, sometimes,

discouragement in our work. Upon the sweat and toil of these 10 solid years, we have finally made this vision a reality. We are thrilled and honored to announce that in 2013 we were given the mandate to build a centre for youths and their families at Block 417 Bukit Batok West Avenue 4!

2013 was also a year where the hopes and dreams of many youths were realized through our programmes and services. In our Streetwise Programme and Enhanced STEP UP Programme, which consisted of much casework and counselling, we journeyed with 101 youths and their families. These journeys were not easy to take at all but with much intentional facilitation and effort, we did what we could to surface the hidden hopes of our youths. It is during this process that we witnessed the strengths and potential of our youths which could be harnessed into positive little “baby steps” towards their own future.

Besides intensive casework and counselling, we also cast our nets wide into communities, schools

and grassroots with our sports and development programmes, like Time Out Programme, REACH Dragons, REACH United and Project Guiding Light. We reached out to over 200 youths on a sustained basis. The success of engaging youths on these outreach platforms came from respecting the person of each youth. This means starting at where a youth is and working together towards a goal or plan that is owned by the youth himself. As a result of these collaborative efforts with the youths, we have been able to celebrate the successes found in this report.

As we enter into 2014, we will continue to strive to see many more hopes and dreams realized in families, schools and the community. With the completion of our youth centre at Bukit Batok in Q3, 2014, we project an increase in outreach, youths and families served and an expansion of our staff team and volunteers. Therefore, I sincerely hope that you can be our partner, supporter and sponsor in these exciting times ahead.

**Joe Chan**

Head  
REACH Youth

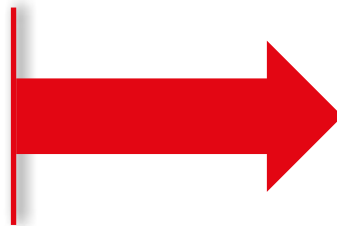
# Hope Realised Step by Step

## Casework & Counselling

REACH Youth works with youths-at-risk and young offenders who have fallen through the gaps of the school system and wandered off course in life. Through the Streetwise Programme (SWP) and Enhanced STEP-UP (ESU) Programme, we engage youth using a combination of individual and family counselling and sports activities. We work through a spectrum of issues with our clients, including problems relating to identity, self-esteem, family relationships and gang involvement. Underpinning our work is the belief that every youth has inner strengths and resources to achieve his dreams. Our job, therefore, is to pull out these strengths from the youths and help them to build on what they already have as they take steps to realizing their own hopes for the future.

### Streetwise Programme

**880**  
SESSIONS



**28**  
Youths & Families  
SERVED

*Of all the youth who graduated from this programme in late 2013, one story stands out for senior social worker, Joe Chan. It is a story of the power of hope that makes change possible. We share it with you here:*

*At 14, John was referred to the Streetwise Programme at REACH Youth because of his gang affiliations. He was aimless in life, giving little thought to consequences of his decisions. His mother, a single parent, struggled to raise him as he ignored all her efforts to discipline and guide him. She would lament, "No use talking to him. Talking to him is like talking to a wall."*

*Getting John to open up to me in counselling sessions was a challenging task as he wasn't used to sharing his thoughts and feelings. Eventually, patience and perseverance paid off and I managed to have heart-to-heart talks with him. After understanding him better, I asked John to think about his future—who does he want to be? What does he want to do? He replied that he wanted "to be someone who helps others in any way, like those people who go overseas to help small kids". In return, I challenged him*

*to think about his good points and bad points—were they helping him to become the person he wanted to be?*

*Later on, John returned to a session with me saying "[your questions] makes me wake up." It was from this small starting point that he gradually learned the principal of reaping what one sows. Step by step we*

*worked out together what changes he would make to "be a better person and how to treat people better". A change in his behaviour came about as he started making decisions based on analysing possible outcomes of his actions.*

*With the help of family counselling sessions, John's relationship with his mother also started improving. Communication between both of them increased exceptionally. After some time, John told me that his mother "trusts me more, talks more to me and praises me more", and his mother would smile during sessions as she shared that "John now SMS me when he knows I'm not feeling well and shows care*

*for me, which he does not previously." There are now more happy moments between them.*



**Jaslyn Tan,**  
Social Worker

Most of the time, youths don't give much thought to the effects of their actions and how their actions affect people around them, especially to their family. A turning point is reached when youths realize how their actions affect their loved ones as well, and not just themselves. Hence, I believe in giving them a space to think and consider other people's feelings, thoughts and perspectives, as well as how their current actions affect their future dreams also, so that they can make responsible decisions.



Sports activities helped to develop more positive traits in John too. After playing Dodgeball at a group session with other SWP youths John said, "I have learnt how to come out of my comfort zone and face my challenges."

Towards the end of the Streetwise Programme, I am happy to share that his school counsellor gave positive

feedback about John saying he was "successfully promoted to Secondary 3 and had no significant negative behaviour reported by any teachers."

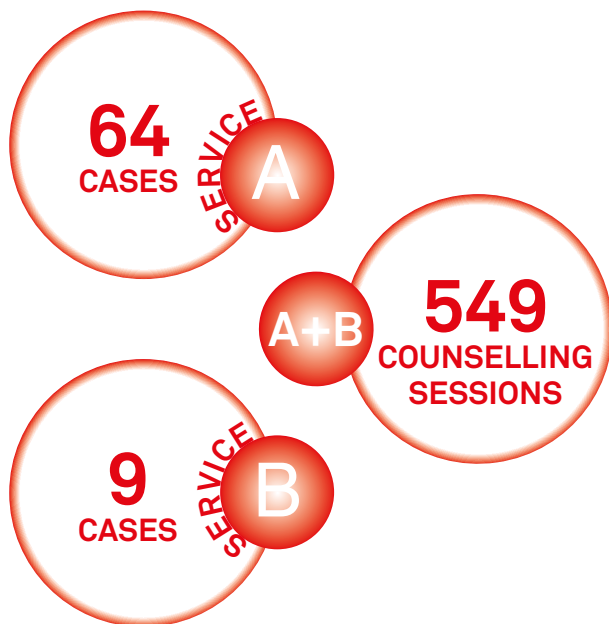
These incremental, positive changes are precious to John. To him, REACH Youth will always be the place where he realised that there are people who didn't give up hope on him, and made change achievable.

### FEEDBACK ON REACH YOUTH'S SWP WORK:

"The Streetwise Programme worker helped the youth to abide by the school rules better during the span of time he was in the programme. The worker also encouraged him to attend other school enrichment activities where he learnt new skills and life lessons. This was important because he did not attend any school enrichment activities before being in the programme even though his parents had given consent."

– School Counsellor for a SWP Youth

## Enhanced STEP UP Programme



REACH Youth served 64 cases of Service A and 9 cases of Service B in 2013. This translates to a total of 549 individual, family and group counseling sessions. Through the many lives that we have touched, Mark's story of success is one filled with love and hope.

Mark is a youth whose parents have been absent for most of his childhood. His father was incarcerated for drug abuse while he was in primary school. His mother abandoned the family soon after. Since then Mark has lived with his grandfather, the only constant adult figure in his childhood. Mark's father was released from prison when he turned 13 but the long years of absence, and his criminal record, made it very difficult for Mark to have a close relationship with him.

If life at home was hard, life at school was even harder. Mark was bullied by schoolmates who made fun of his weight. He escaped from these bullies by playing

online games at home and staying away from school. Over time he had skipped an entire year of school. By then he had become depressed and lost all motivation for life. This is when Mark met his counsellor, Derrick.

Besides working with Mark on his issues, Derrick also reached out to his father and grandfather. He made regular home visits and had many in-depth conversations with both men about Mark and their family relationships. Through regular family counselling sessions, his father and grandparents became more understanding of Mark's struggles and sensitive to his needs. Instead of nagging at him, they focused on Mark's strengths and encouraged him.



Derrick Lau,  
Counsellor

My key focus is on guiding youths towards a path that is built upon a stronger foundation of self-awareness and responsibility for those around them. Many of the youths I work with simply react to situations; When faced with adversity, they give in to their impulses and very often the results are devastating. Thus my main task is to help them slow down, look back at their actions and ask, "Maybe, there was a better way." This has been very effective so far in expanding the youths' perspective of their environment.

”

During the course of the ESU Programme, Mark made a goal to lose weight. Derrick took this opportunity to get Mark's father to help out by being his personal trainer. This arrangement became the means of building a stronger relationship between father and son. Mark's father later shared, "I am busy with my gym instructor work and really cannot find time with Mark. Now that he is interested in fitness, we finally can have a common topic to talk about during those little moments we meet."

Eventually, Mark also returned to school. Today, he has successfully completed his 'N' Levels and is pursuing

a course at the Institute of Technical Education. Mark's grandfather is happy for his grandson. When interviewed he said, "I am grateful for REACH Youth's enduring efforts to help my grandson. I doubt we would be able to cope without the care and support we have received from Derrick and his team."

At the end of the ESU Programme, Mark wrote in his feedback form: "Thank you for the past 2 years. I really appreciate it. You were always there to encourage me. Even when I made empty promises to you, you still did not give up on me. Thank you."

#### PARTNERS GIVE FEEDBACK ON REACH YOUTH'S ESU WORK:

"We are very happy with our partnership with REACH's services on ESU programme with our students in Peirce. Jaslyn, the caseworker, has been prompt and effective in meeting the needs of the school. She is able to engage with the students and their family. We see transformation and improvement in a handful of our students. Thank you for making a difference in their lives."

**Vivian Yee,**

School Counsellor, Peirce Secondary School:

"I can see that the staffs are very genuine in helping our at-risk students and I have seen positive changes in them after the work that they have done for them. There was also good connection between the staffs and our students."

**Madeleine Ong,**

School Counsellor, Bendemeer Secondary School

# Realising Hope Together

## Outreach with community partners

No man is an island and certainly no organization achieves all its community goals alone. REACH Youth has been privileged to work with many like-minded community partners and external stakeholders who believe in the potential of every youth and hold out hope for them to chase their dreams.

## Project Guiding Light

### Partnering with Bishan NPC



**40**  
Students  
Served



**Joe Chan,**  
Senior Social Worker

In working with any youth, I will first establish a working goal together with him. This goal will be framed from the youth's perspective so that I can have the highest possible level of commitment from him. Many times I find that, by staying focused and persistent in this first step, the rest of the outcomes will follow because youths are often very resourceful and resilient. As their journey of change progresses I lead by staying one step behind them, reminding them constantly of their "forgotten" strengths and untapped potential as we strive to achieve the final goal.

”

“The Bishan Neighbourhood Police Centre would like to thank REACH Youth Team and especially Derrick for collaborating with us on our Police Youth Engagement Programme, Project Guiding Light (PGL) for year 2013. The community partnership on the many engagements, mentoring sessions as well as counselling sessions with our youths would not have been possible without you and your team active participations and involvements.”

**SGT TAN See Thong Kelvin,**  
Community Policing Unit Officer,  
Bishan NPC, Tanglin Police Division



### Freestyle Soccer

*Learning a new skill  
Developing body confidence*

“Although it was tricky, I successfully learnt how to do soccer tricks and had a lot of fun.”

**Azri,**  
from Unity Secondary School



## Time Out Programme

### A ground-up Secondary Schools Initiative



**95**  
Students  
Served



### Jewellery Making

*Practicing creativity  
Appreciating craftsmanship*

“I really enjoyed the jewellery making session because I could express my creativity freely. I learnt to be more patient and to concentrate [on the task].”

**Ira,**  
from Crest Secondary School



## Programme Impacts



### Visiting Bishan Home for the Intellectually Disabled

*Developing empathy for others  
Learning to treasure life  
Learning to serve others more*



### 2-day, 1 night Pulau Ubin Youth Camp

*Bonding with friends  
Growing stronger by pushing beyond the usual limits  
Reflecting and learning about life*

“I definitely benefited from this camp. It has strengthened my character and I've learned to be more confident through the various activities. Not forgetting it was really fun. I love the dodgeball session!”

**Martin,**  
Saint Andrews Secondary School



### Laser Tag

*Learning teamwork in sports & life  
Devising strategy to win*

“During the laser tag game, my team mates and I protected each other and help one another. It is the same as how we help each other in school and studies.”

Hawa,  
from Unity Secondary School

## REACH United

**A Street Soccer Team that is united by a sense of Kinship, Brotherhood & Family**



## 8 Events & Competitions in 2013

### IMPACT ON OUR YOUTHS

Volunteers are positive adult role models to the youths in REACH United. They impart valuable life lessons to these youths through conversations and playing soccer. Volunteer Tan Wee Boon who has been the main driving force behind REACH United often tells the team, “Be in control of your emotions. Don’t let the score or antics of your opponent affect your performance.” Such are the life lessons the youths can bring into their lives.

### FEEDBACK FROM OUR PARTNERS

“The futsal league provided the youth the platform to showcase their talent once again. It truly is an annual event which the youth look forward to, as they are able to make new friends from all walks of life through friendly competition. Indeed, it’s a great opportunity to inspire as well as to be inspired through a well - liked Sport!”

Nicholas,  
Community Worker, Beyond Social Services

## School Holiday Programmes



**125  
Students  
Served**



### HEARING FROM OUR SCHOOL PARTNERS...

“The programme was good as it allowed the students to be more aware and in tune of their personality, their strengths and possible weaknesses to work on.”

Karen Tan,  
Teacher,  
Kuo Chuan Presbyterian Secondary School

“All the students who attended REACH TOP in 2013 continue to enjoy attending school every day.”

Aaron Chan,  
Social Work Associate  
Crest Secondary School

## Programme Impacts



### REACH Culinary Apprenticeship

*Exposing youth to a career in F&B  
Gaining hands-on experience in the kitchen at  
Sushi Tei & Toast Box*



### Malaysia Cycling Expedition

*A 1-day cycling expedition to Pengarang, Johor  
Training in perseverance & endurance*



### Dodge Ball Trial Sessions

*Developing athletic ability  
Learning teamwork & strategy*

# REACH Dragons

A sports engagement programme where youth can grow and change.

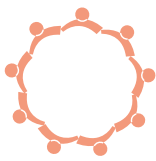


**50**  
Youths  
Served



**8**  
Races in  
2013

*Racing to grow stronger,  
faster & better...*



**9**  
Collaborations  
in 2013

*Partnering with others to train,  
to learn, to grow...*



## IMPACT ON OUR YOUTHS

“What I came to realise is that fear, that’s the worst of it.”

**Walter,**  
Newly appointed captain for  
REACH Dragons Junior Team

**About Walter:** *Before joining REACH Dragons, Walter had no goals and often felt that life was meaningless. Through goal setting, one of the key strategies provided during training, Walter is now able to work towards his future on becoming a social worker.*

“When I am in school, I will take someone as a role model and learn from how he or she succeed then apply it in my life. Then I tell myself that I can do it and I will do it.”

**Jason,**  
REACH Dragon rower since 2012

**About Jason:** *REACH Dragons has taught Jason the power of encouragement. At times, Jason felt that he was unable to carry on, but the team spirit of REACH Dragons pushed him forward. He is also applying what he learns from REACH Dragons into his daily life. He observes how his role models achieve success in their respective fields and adopt their skills and attitudes required for himself to gain success as well.*

## FEEDBACK FROM OUR PARTNERS

“The programme gave our youths an opportunity to explore their interests in dragon boating. It gave our them an opportunity to meet with and interact with mainstream youths. During the sessions, they were taught life skills, such as learning to work in a team, motivating others, and discovering their strengths.”

**Mr. Marcus Chen,**  
Career Guidance Officer,  
Vocational & Reintegration Support Unit (VRU),  
Ministry of Social and Family Development

“REACH Dragons has helped the girls learn discipline, perseverance and teamwork. It has also become an important part of the holistic DaySpring programme where girls get to exercise and strengthen themselves physically. The regular trainings and competitions have benefitted the girls when they are put to the test with other teams in the competitive arena. This has bonded and strengthened the therapeutic community within DaySpring which helps in the progress of each girl’s individual treatment goals as well.”

**Ms. Dara Chee,**  
Residential Manager,  
DaySpring Residential Treatment Centre



# REACH

COUNSELLING

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## HOPE BELIEVED

*Let your hopes,  
not your hurts,  
shape your future*  
– Robert H. Schuller

# Hope Believed



REACH Counselling turned 5 in 2013! I am immensely humbled and awed as I pen this reflection.

Five years of counselling have affirmed one message—*Marriage: Start Right, Stay Strong*. It is our core belief and our core business at REACH Counselling. Take a look at the numbers below

which give us a clear mandate for our work— REACH Counselling registered increased usage in our core services for the past two years:

**Information and consultation:**

*97 cases in 2011 → 247 cases in 2013*

**Counselling:**

*93 cases in 2011 → 252 cases in 2013*

**Marriage preparation:**

*55 couples in 2011 → 97 couples in 2013*

More significantly— the top three presenting problems for Information and Consultation and Counselling remain marital relationship, extra-marital relationship and pre-marital relationship. These figures tell of a trend on marital work being in demand. It speaks volumes about the need of the public and REACH Counselling's role to meet these needs.

Marriage is under threat and needs help – *badly*. In dealing with the volatility and uncertainty of infidelity, 'hope believed' is a resource that has undergirded our counsellors' commitment. Hope believed has given us power— unseen and unflagging energy that keeps our eyes focused, our hands unrelenting and our hearts tenacious to do the necessary work of walking a couple through infidelity, or marriage for that matter.

Hope – the belief that things can and will get better, that help is on the way; that no matter how dim and slow the recovery, we get to where we want someday – that is hope. I never realized how big and unyielding hope is till I saw my couples, counsellors or families coming through with a smile, a sigh of relief and simple tears of joy and disbelief that we have together made it – all because we persevered and believed! This is the testimony of our success stories – read it and savour the hope within. Allow it to carry you through tomorrow.

At an agency level, the silent but undying seed of hope has resulted in REACH Counselling @ Blk307, Shunfu to be birthed and built in 2014. With anticipation and conviction, we look to the day where couples, volunteers and the public may find in this Centre, a place where they can safely and readily discuss marriage matters – a topic close, private and important to their hearts. Easy conversations and early consultations are effective antidotes to marital breakdowns.

We thank our clients, staff and partners in the Ministry of Social and Family Development (MSF), the National Council of Social Service (NCSS) and Families For Life for standing with us in our work. Our hearts especially acknowledge Mr Hri Kumar Nair, Member of Parliament for Bishan-Toa Payoh GRC and MSF for taking the plunge with us in providing this new centre. For us at REACH Counselling, it is every bit well worth the wait. Like Disney's 'The Croods', we dared for a better place, got near the cliff, slipped, fell and flew! That is the tomorrow we want.

**Chang-Goh Song Eng**

Head  
REACH Counselling

# Help Consulted, Hope Believed

## Information & Consultation

Presenting Problems	Total	%
Pre-marital relationship	31	13
Marital relationship	96	39
Extra-marital relationship	56	23
Family / Interpersonal relationship	22	9
Stress, anxiety, depression or anger	23	9
Psychosocial-emotional or relational difficulties	19	7
<b>Total</b>	<b>247</b>	<b>100%</b>

A total of 247 clients consulted REACH Counselling in 2013. This represents an increase of 40% over 2012. Significantly our top 3 presenting problems show the same trend: marital relationship (39%), extra-marital relationship (23%) and pre-marital relationship (13%). The top marital issue (total of 75%) is followed by individual issues of managing stress, anxiety, depression or anger and dealing with psychosocial-emotional difficulties at 16% and finally family and interpersonal relationships at 9%.

This underscores a trend where couples' relationship issues is on the rise and couples need and DO want help – 60% followed through with counselling. REACH Counselling has indeed raised its profile as a centre specializing in couples' work and as such, couples know where to get help for their issues.

Outcome of Intake	Total	%
Opened as a new case	147	60
Information given	73	30
External referral	11	4
Client declined counselling	16	6
<b>Total</b>	<b>247</b>	<b>100</b>

## Hearing from a client

*After the last session we had, I spent some time thinking about what you (the counsellor) said. You asked me why*

*was my job so important to me, and what was I trying to prove. At that point of time, I must admit I did not know how to answer your question. It seemed so silly to fight hard for a cause I wasn't even sure about. I had everything I needed and more: a steady job, a stable family with my sister taken care of, a happy family, a loving fiancée, good friends and good health - but yet why was I working so hard? What was I trying to prove?*

*The more I thought about it the sillier I felt. I realized this was because of my family's background - coming from a broken family, I had an innate desire to be better than others. I wanted to prove to my relatives and friends that I could be perfect even though I come from an imperfect background. Whist that is not a bad thing when a person is young, it can be harmful to their relationships in the later stage of their lives. This is especially so when a person enters marriage and has to make a choice between her independence, or to trust their partner and share a life together.*

*I'm very happy to have attended your counselling, and to have met you. You helped me to come to this decision, and to see myself and this marriage with a lot more clarity. I must remind myself that I live in the present, and not in the past. This way I will enjoy my life a lot more, and develop better relationships with the people around me.*

*I wanted to say thank you once again for helping me. If not for your help, I think I would still be stuck in a rut!*

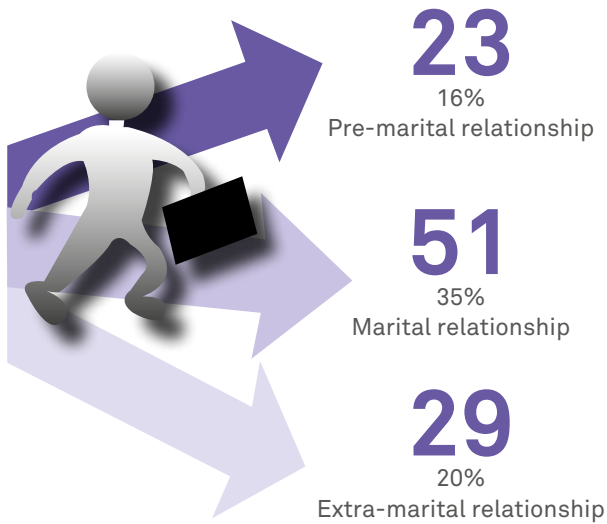
## COUNSELLING

	2013	2012
Cases as at start	105	34
New cases	147	120
Closed cases	132	49
Cases as at end	120	105
Cases handled in the year	252	154
<b>Total sessions</b>	<b>838</b>	<b>627</b>

From the table above, the increase in counselling usage is evident. 23% increase in new cases; 64% increase in total cases handled and 34% increase in sessions conducted.

## Top 3 Presenting Problems for 147 New Cases

Marital relationship (35%), Extra-marital relationship (20%), Pre-marital relationship (16%) add up to a whopping 71% that regards marriage matters. Alarmingly, extra-marital relationship made up 36% (29 of 80) of marital problems. Pre-marital relationship is likewise gaining positive reception. An ounce of prevention is indeed worth a ton of cure!



Other Presenting Problems	Total	%
Family / Interpersonal relationship	15	10
Stress, anxiety, depression or anger	17	11
Psychosocial-emotional or relational difficulties	12	8



**Vijoo George,**  
Counsellor

The key focus is helping the couple see how they can find another way in which they can navigate through their difficulties. One can only change themselves and they have to take responsibility for that change and change happens slowly. The therapist is the light which shines to show them (couple) the way.



### A Client's Story of Hope

When I found out that my husband was having an affair, my heart broke and my world turned upside down. He is known as a lovely father of two young children, a helpful son and brother in-law, a good employee and a caring husband. Though our relationship is slightly bored and lack spark due to our heavy workload and years of marriage, I never expected him to do such disgraceful things, not just once but twice for almost 3 years. I quitted my job immediately to take care the children. I pretended everything is ok as I don't want my family matter to be known to anyone. Friends and co-workers admire me for being able to enjoy my life as a stay-home mum, and kept praising him. While I responded with a polite smile, my heart had not stopped bleeding since the discovery.

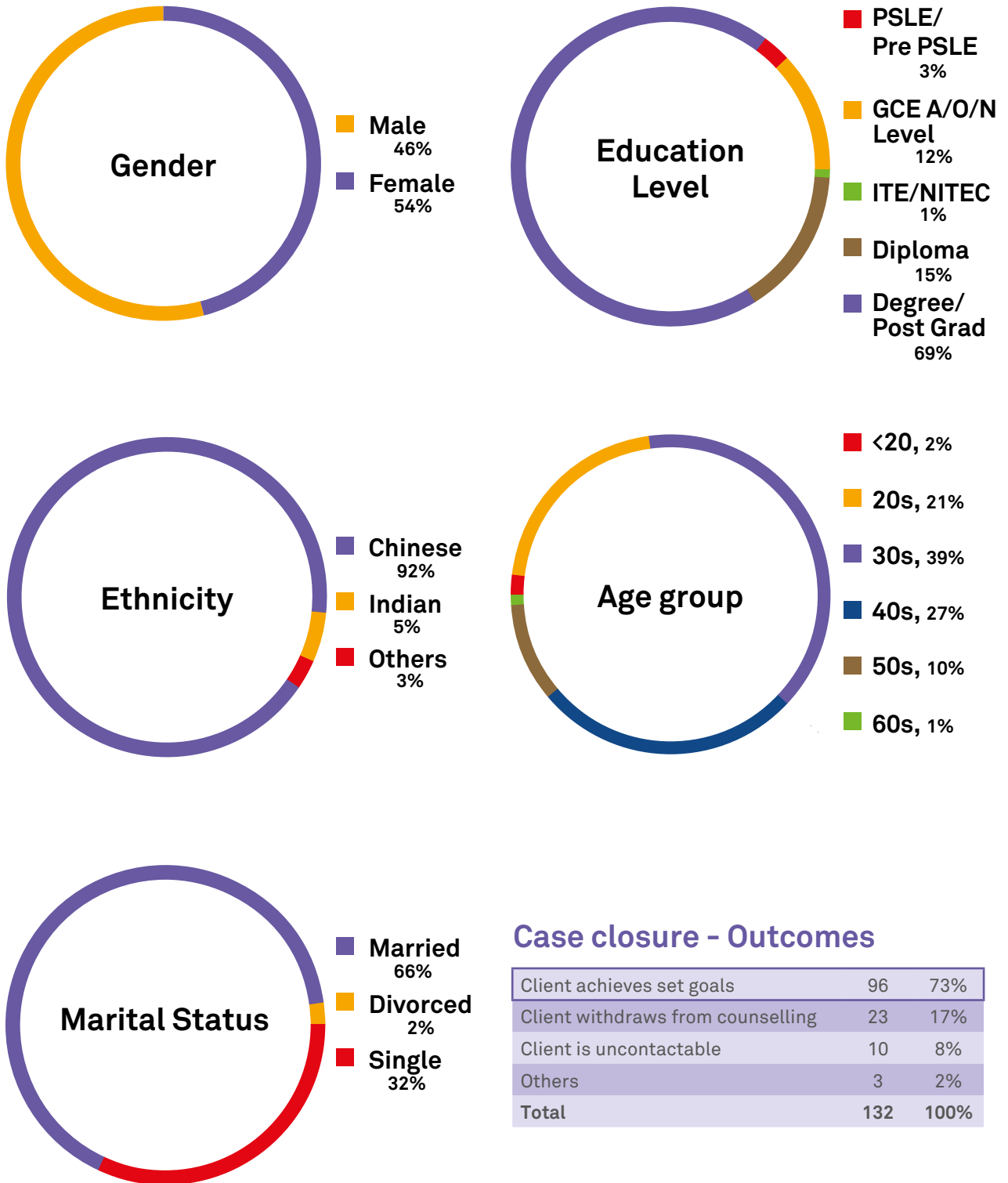
I come across REACH Counselling's marital services while searching on-line to try to get some help. After reading an on-line testimony, I decided to call REACH Counselling. Thank god that I made the right decision. The counsellor assigned to handle our case is very professional and experienced, and we felt safe to share our feelings with her. The counselling started where we are – how we saw the problem, expectations from counselling and what we wish to see different. Talking about our family-of-origin and past experiences enabled us to be more self-aware. Most importantly, getting to know our marital history and contribution lists provided an idea on how both contributed to the marriage going apart. We realised that it's not one but both parties' responsibility that brought the marriage to this stage. This enabled us to face each other more openly and make the subsequent counselling sessions smoother. We also pick up helpful tips like the monologue. My husband loves this most, as this allowed him to share his tough feeling in an open and safe environment. Knowing each other's love language and how to view things from another party's perspective helped just as much.

Though we are half way through counselling, we can see that my relationship with my husband is rebuilt slowly and healthily. Although we still have disagreements, we no longer spend huge amount of effort to deal with anger and hatred. Rather we concentrate to build our love and trust with each other and hopefully be a real happy family. We strongly recommend couple who are going through the same difficulty to contact REACH Counselling to find out about marriage counselling as nothing is more important than to love and be loved.

Sally & Huat

## Profile of new clients

The well-educated clients (69% are degree holders) form the biggest group of our clients. 66% are in their 30s and 40s. This bears out a fact that is commonly known – couples at the marital phase of new and young parents face the greatest stress both at the home and work fronts. This is thankfully matched by their openness, resourcefulness and ability to get help. More importantly, we are much encouraged that the males (46%) are coming forward to get help alongside their female partners.



## Case closure - Outcomes

Client achieves set goals	96	73%
Client withdraws from counselling	23	17%
Client is uncontactable	10	8%
Others	3	2%
<b>Total</b>	<b>132</b>	<b>100%</b>

Out of the 252 cases handled, 132 cases are closed. We are much encouraged that 73% of our clients felt that counselling have helped them to achieve their counselling goals.

# Building a Community of Hope

connect  
November 10, 2013

connect  
November 10, 2013

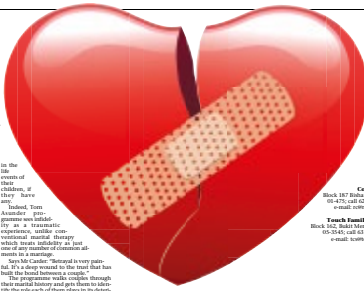
**Torn Asunder programme, by a US counsellor, saves 70 per cent of marriages in Singapore post-adultery**

Lea Wei

Adultery does not have to be a marriage breaker. Instead, in countries such as the United States, it is considered one of the "marriage enhancers," says American marital therapist Tom Asunder. The 40-year-old counsellor has been invited to conduct a five-day 14-hour workshop in his programme called the Torn Asunder Recovery Programme, his most work-intensive one. It is an outpatient programme that includes individual and couples counselling, which is designed to help couples rebuild trust in the relationship. Asunder has been invited to Singapore to help couples in Singapore who are struggling to rebuild trust in their marriages. He is a Chang-Goh Song Eng, 55, head of the Singapore Family Therapy Centre. Asunder's work focuses on helping couples who are struggling to rebuild trust in their marriages. He is a Chang-Goh Song Eng, 55, head of the Singapore Family Therapy Centre. Asunder's work focuses on helping couples who are struggling to rebuild trust in their marriages.

## Saving a marriage after an affair

Each week, Asunder and his team of counsellors meet with couples in his programme. In the past, he has worked with over 25 couples who have been invited to his programme. He has been invited to Singapore to help couples in Singapore who are struggling to rebuild trust in their marriages. He is a Chang-Goh Song Eng, 55, head of the Singapore Family Therapy Centre. Asunder's work focuses on helping couples who are struggling to rebuild trust in their marriages.



### HOW THE PROGRAMME HELPS

#### Monologues... and memories

Monologues... and memories. This is a key part of the Torn Asunder Recovery Programme. It involves each partner sharing their side of the story without interruption. This helps to clear up misunderstandings and allows each person to express their feelings. The programme also includes exercises to help couples rebuild trust and improve communication.



During the programme, he and his wife had to take turns to talk for about 20 minutes each, one without the other present. This helped to clear up misunderstandings and allowed each person to express their feelings. The programme also includes exercises to help couples rebuild trust and improve communication.

Asunder's work focuses on helping couples who are struggling to rebuild trust in their marriages. He is a Chang-Goh Song Eng, 55, head of the Singapore Family Therapy Centre. Asunder's work focuses on helping couples who are struggling to rebuild trust in their marriages.

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

17 & 18 Oct	Professional Seminar: Torn Asunder Affair Recovery Programme	75 people
29 Nov	Torn Asunder Professional Practice Group	15 people

There is a rising trend toward infidelity that occurs just 2 years into new marriages. As we continue to help couples heal from infidelity, we are also sharpening our minds and counselling skills to better help couples who are hurting but still hoping to mend their marriages.

We believe in raising the bar in counselling expertise for all fellow helping professionals in Singapore. To this end, REACH Counselling brought in Dave Carder, a trained Marriage and Family Therapist and author of, 'Torn Asunder: Recovering from an Extramarital Affair,' to be our trainer. The seminar was received with enthusiasm by a total of 75 participants. Some poignant and important take-aways by participants included the realization that 'an affair is a brutal traumatic incident and is akin to going through post-traumatic stress disorder.' Participants provided an overall excellent rating for the seminar. REACH Counselling hopes to follow through with ground support by running a Torn Asunder professional practice group for these professionals.

Professionals now regard REACH Counselling as an agency that grows niche expertise in working with couples and infidelity. We hope to invite Dave Carder and Emily Brown (Trainer for *The Affair-A Catalyst of Change*, 2010) to be our external consultants to grow our knowledge and skills in this area. The search for local expertise is ongoing as we believe in the need to contextualise these materials for local usage. REACH Counselling is proud to be listed as a certified TA provider for any couple who might want to use the programme to recover from an affair in their marriage.

REACH Counselling remains convicted and focused to build niche expertise to support professionals to tackle the tough subject of infidelity. We are grateful for the funding support of the National Council of Social Service towards this seminar.



**Lilian Loo,  
Senior Therapist**

**In the pain and shame that follows the discovery of an affair, our key focus is to help couples to rebuild safety, openness and trust in their relationship. This paves the way for the giving and receiving of forgiveness, when the couple is mentally and emotionally ready to do so.**

### The Torn Asunder Programme Works: A Counsellor's Reflection

Working with couples on marital issue is tough. Working with couples dealing with infidelity is even tougher. I received a testimony from Gary who attended the Torn Asunder Programme by Dave Carder. He wrote: "Personally for me, it helped me to understand myself and each other better. It also provided us with an opportunity to voice out the way we felt which was a little uncomfortable initially but got better along the way and it would probably not have been possible if we attempted to do it on our own. The sessions also provided us with positive methods or ways to work on our marriage and in understanding each other better although it wasn't necessarily easy to execute it at times. It's still work in progress and I believe it will always be and most importantly to not take each other for granted which we sometimes do without actually realizing it. The Torn Asunder programme helped as well and it was good to have reading materials and activities to do."

I started seeing Gary and Kelly in early 2012 for counselling. Kelly was nursing her 3-month old baby girl when she discovered Gary's affair with his ex-colleague, someone she knew. Kelly has all the usual questions in her mind, like "how can you do this to me?" and "why did this happen to us?" Kelly told everyone she has a very good husband and she never imagined he will have an affair. Her immediate thought is to go for divorce because he has broken her trust totally. But it wasn't an easy decision since they just had their baby.

The couple started the Torn Asunder programme and

the structure helped them to stabilize the marriage as they looked at their marital satisfaction timeline. She began to be less obsessive of the affair as she saw both their contributions that left enough space for an affair to flourish. The Great Eight homework also brought the couple back to all the good memories they had shared during the early years of marriage and the friendship and talking that they so much missed. They realized that they had allowed the reality and busyness of life to overtake their love for fun as a couple.

Kelly's obsession returned during the first year anniversary to the affair discovery. She felt discouraged and wondered when the pain will ever end. Gary still bottled up his feelings and they still have their usual conflicts. She felt discouraged and felt like giving up because she wondered whether things will ever get better. For Gary, it wasn't anything easy as well. He has to tell himself not to run away whenever she got into the obsession mode but rather stayed by her and hugged her which was what she needed. Though they have completed the programme, they continued to come for counselling periodically.

Our last session in Jan 2014 saw two beautiful things taking place: Kelly has put on her wedding band again (she had taken it off after discovering the affair) and she is planning for a second baby. Two years ago, these things would have been impossible. Today, both Gary and Kelly remain hopeful and believe that they can give their marriage a second chance.

## Hope for the Future— Believing in Marriage

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

Marriage preparation serves to provide a platform for couples to establish a positive attitude towards marriage, and a preventative approach to identifying and managing the 'risks' that may occur when two persons come together as one. 97 couples completed their MPPs with REACH Counselling in 2013, representing an excellent take-up rate of 58% of enquiries and a good growth of 15% despite a price adjustment due to increasing costs! We are happy and proud to note that our counsellors received mostly

'excellent' evaluation ratings for their work, based on MSF's evaluation feedback.

Increasingly, more remarrying and transnational couples are coming forward for their MPPs, as they would like to anticipate and prepare ahead for the adjustments and adaptations that may be needed. Key issues faced by these couples were often related to ex-spouses, step-parenting, blended families, and cultural adaptation respectively, and were the foci of our counsellors in their work with these couples.

Our mandatory MPP for minors (18-21 years) is aimed at helping younger couples prepare for marriage, as they often faced the additional challenges of early parenthood, lack of financial independence, and the need to complete their studies. We journeyed with

these couples to help raise their awareness of what marriage entails, gain deeper understanding of each other and, at the same time, increase their confidence level by equipping them with the skills necessary in fostering a strong marital relationship.

Couple's feedback on our MPP attest to what they often found helpful – 'Improved understanding of couple's roles and responsibilities as well as each other's temperaments through T-JTA; learnt a lot on managing conflicts and building / gaining trust; learn to identify and address our differences.' This is best summed up by



**Flora Chin,  
Counsellor**

**When couples come for our marriage preparation programme they could be at different levels of preparedness. We help them to learn critical Communication and Conflict management skills to maintain the emotional bonds between them and help them keep the Commitment in the marriage. Our aim is for couples to finish MPP feeling assured that they are more ready for marriage.**



"This programme has helped in building my confidence in various aspects of being married and living with someone I love." (M S, Jul '13)

Marriage preparation and contact with helping professionals yield another important positive ie couples are aware and more open to seeking professional counselling when faced with marital difficulties. This is also the position of REACH Counselling – 'start right, stay strong'. Do seek out early intervention so that problems can be contained and addressed, and divorce, hopefully can be averted in future.

### David & Fanny's Marriage Preparation

David and Fanny were a young couple who planned to get married after dating for 5 years. When they came for the marriage preparation programme, I realized they were feeling apprehensive about the upcoming wedding. They had frequent conflicts regard to expectations and communications. They felt there was something missing in their relationship and it was hard to tell what the missing piece was.

David has always been quiet and reserved. He cares for people yet words were little from him and even if he tried, his words can be critical and judgmental. Fanny has to guess what was on his mind. I asked him about his relationship with his father. David recalled one incident that happened when he was 7 years old. His father slapped him in the car because he was making a lot of noise. He remembered feeling hurt and it was a turning point for him. He made a decision. He decided to keep things to himself. Since it created so much conflict and unhappiness, he believed keeping quiet will be better. Fanny comes from a single-parent family. She lives with her mom and younger brother. During the family-of-origin discussion, she realized how much she yearns for love and affirmation from people she loved. There was once when she took some chicken essence during the examination period. Her mom asked why she needed that and the next day, she saw her mom gave the chicken essence to her brother. In her heart, she took it that her mom loves her brother more. With David, no matter how much he does, she will not be satisfied because in her heart, she believes no one loves her. And whenever he was critical, she will always ask him the question "do you really love me"? This further frustrated him because he didn't feel trusted.

From the topic of T-JTA (Taylor-Johnson Temperament Analysis), David and Fanny gained further understanding of how their own fears and past caused them to behave in certain ways and how their differences and similarities interfered in their communications. They began to learn more productive ways to better manage their conflicts.

David and Fanny came to the programme feeling defeated by the frequent squabbles that wear them out. Yet they remained open and hopeful to look for ways to improve their communication. At the end of the programme David gave this testimony: "Before the programme, we are aware that there are problems between us but find it difficult to pinpoint the exact cause and how to deal with the problems. Through the marriage preparation sessions, we discovered how our past have influenced the way we behaved and how these behaviors have affected our relationship. It is truly surprising to know how something that has happened such a long time ago could have affected us till now. With these understanding, we are able to understand each other better and be more tolerant of each other. In addition, we have discovered how we can improve our communication to get the message across more amicably and also, in a way that the other party will accept more readily. This has helped us to talk about more difficult topics that we have preciousely found difficult to broach."

# Marriage Mentoring & Enrichment

Total Defence –Love!  
09/03/13



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pax



## TOTAL DEFENCE-LOVE!

### Would you like to defend a strong marriage life?

Life is full of unpredictable challenges—how do you tackle them as a strong couple? How can a couple defend their marriage against the storms of life?

Find out how at REACH Counselling's TOTAL DEFENCE- LOVE Race this March!

Bring your A-game to the race as each couple team takes on fun and challenging games that help them rediscover each other and build a closer relationship.

Look forward to an engaging talk and group-facilitated session in the afternoon, which will help couples uncover a deeper understanding of themselves and how to build a resilient marriage together!

Participants can look forward to:

- identifying key strategies to building a strong marriage life
- identifying common barriers to intimacy
- constructing common goal(s) for a future together

Date / Time: 9 Mar 2013 (Saturday), 10.00 am to 2.00 pm

Venue: Singapore Discovery Centre, 510 Upper Jurong Road Singapore 638365

Cost: \$70 per couple (Buffet lunch is included)

Sign Up Today for a Total Defence of Love in your marriage!



Scan QR code to register or visit <http://goo.gl/7t0He>

Organised by



Supported by



in celebration of Real Love Works 2013

Talk on marital commitment:  
Getting together, Staying Together

27/07/13



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Photos taken on 27th July 2013 for the talk at ROM on Commitment – Getting together, Staying together

# Financial Report 2013



**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 2013**

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.

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Singapore

Shanghai

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

**Annual Report**  
*For the financial year ended 31 December 2013*

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**REACH COMMUNITY SERVICES SOCIETY**

**STATEMENT BY THE MANAGEMENT COMMITTEE**

*For the financial year ended 31 December 2013*

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We, **Sin Lye Kuen** and **Chung Beng Kwong** 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 2013 and the results, changes in funds and cash flows of the Society for the financial year ended on that date.

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

On behalf of the Management Committee



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SIN LYE KUEN  
President



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CHUNG BENG KWONG  
Honorary Treasurer

Singapore

**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 2013, 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 2013, 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 Chartered Accountants**

**Singapore**

**13 March 2014**

**REACH COMMUNITY SERVICES SOCIETY****BALANCE SHEET***As at 31 December 2013*

	Note	2013 S\$	2012 S\$
<b>ASSETS</b>			
<b>Current assets</b>			
Cash and cash equivalents	3	3,775,067	3,409,026
Donation and other receivables	4	149,924	131,162
Deposits		2,289	2,000
		<u>3,927,280</u>	<u>3,542,188</u>
<b>Non-current assets</b>			
Renovation and equipment	5	<u>57,308</u>	<u>63,483</u>
<b>TOTAL ASSETS</b>		<u><b>3,984,588</b></u>	<u><b>3,605,671</b></u>
<b>LIABILITIES AND FUNDS</b>			
<b>Current liabilities</b>			
Other payables	6	<u>301,126</u>	<u>237,766</u>
<b>Funds</b>			
Renovation and construction fund	12	150,000	100,000
Accumulated surplus	12	<u>3,533,462</u>	<u>3,267,905</u>
		<u>3,683,462</u>	<u>3,367,905</u>
<b>TOTAL LIABILITIES AND FUNDS</b>		<u><b>3,984,588</b></u>	<u><b>3,605,671</b></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 2013*

	Note	2013 S\$	2012 S\$
Income, net	7	2,723,178	2,289,743
Programme expenses	8	(1,617,681)	(1,387,639)
Management and administrative staff costs	9	(677,623)	(492,567)
Other operating expenses		(162,317)	(144,498)
		<u>(2,457,621)</u>	<u>(2,024,704)</u>
<b>Surplus for the year</b>		<u>265,557</u>	<u>265,039</u>
<b>Other comprehensive income:</b>			
Item that will not be reclassified to profit or loss:			
- Receipt of renovation and construction fund		50,000	100,000
<b>Total comprehensive income</b>		<u><u>315,557</u></u>	<u><u>365,039</u></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 2013*

	Renovation and Construction Fund S\$	Accumulated Surplus S\$	Total S\$
<b><u>2013</u></b>			
Balance at 1 January 2013	100,000	3,267,905	3,367,905
Total comprehensive income	50,000	265,557	315,557
Balance at 31 December 2013	<u>150,000</u>	<u>3,533,462</u>	<u>3,683,462</u>
<b><u>2012</u></b>			
Balance at 1 January 2012	-	3,002,866	3,002,866
Total comprehensive income	100,000	265,039	365,039
Balance as at 31 December 2012	<u>100,000</u>	<u>3,267,905</u>	<u>3,367,905</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 2013*

	Note	2013 S\$	2012 S\$
<b>Cash flows from operating activities</b>			
Surplus for the year		265,557	265,039
Adjustments for:			
- Depreciation charges	5	31,260	22,521
- Interest income	7	(40,096)	(15,665)
- Loss on disposal of equipment	7	-	978
		256,721	272,873
Changes in working capital			
- Donation and other receivables		(18,762)	(124,636)
- Deposits		(289)	(1,024)
- Other payables		63,360	74,274
<b>Cash generated from operations</b>		301,030	221,487
<b>Cash flows from investing activities</b>			
Interest received		40,096	15,665
Receipt of building fund		50,000	100,000
Purchase of equipment	5	(25,085)	(35,818)
Proceeds from disposal of equipment		-	2
<b>Net cash provided by investing activities</b>		65,011	79,849
<b>Net increase in cash and cash equivalents</b>		366,041	301,336
Cash and cash equivalents at beginning of the year		3,409,026	3,107,690
<b>Cash and cash equivalents at end of the year</b>		<b>3,775,067</b>	<b>3,409,026</b>

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

## REACH COMMUNITY SERVICES SOCIETY

### NOTES TO FINANCIAL STATEMENTS

*For the financial year ended 31 December 2013*

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

#### 1. General information

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

The Society is registered under the Societies Act, Chapter 311 since 1998. The objectives of the Society are to impact lives by:

- a) Rekindling Hope;
- b) Enhancing Social and Emotional well-being;
- c) Assisting Personal Growth;
- d) Caring for the Hurting; and
- e) Helping the Needy.

The financial statements were authorised for issue in accordance with resolution of the Management Committee on 13 March 2014.

#### 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 2013***

On 1 January 2013, 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.

## REACH COMMUNITY SERVICES SOCIETY

### NOTES TO FINANCIAL STATEMENTS

For the financial year ended 31 December 2013

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

##### 2.2 Functional and presentation currency

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

##### 2.3 Renovation and equipment

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

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

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

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

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

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

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

##### 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.

**REACH COMMUNITY SERVICES SOCIETY****NOTES TO FINANCIAL STATEMENTS***For the financial year ended 31 December 2013*

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**2. Significant accounting policies (continued)****2.4 Financial assets (continued)**

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

**2.5 Cash and cash equivalents**

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

**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 FINANCIAL STATEMENTS

*For the financial year ended 31 December 2013*

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#### 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 FINANCIAL STATEMENTS

For the financial year ended 31 December 2013

#### 3. Cash and cash equivalents

	2013 S\$	2012 S\$
Cash at bank and on hand	1,414,306	489,385
Short-term bank deposits	2,360,761	2,919,641
	<u>3,775,067</u>	<u>3,409,026</u>

#### 4. Donation and other receivables

	2013 S\$	2012 S\$
Donation receivables	29,379	3,030
Funding receivables	72,499	68,371
Other receivables	48,046	59,761
	<u>149,924</u>	<u>131,162</u>

#### 5. Renovation and equipment

	Computers S\$	Furniture, fittings and office equipment S\$	Renovation S\$	Total S\$
<b>2013</b>				
<b>Cost</b>				
Beginning of financial year	56,730	116,710	300,645	474,085
Additions	9,116	15,969	-	25,085
Disposals	-	(350)	-	(350)
End of financial year	<u>65,846</u>	<u>132,329</u>	<u>300,645</u>	<u>498,820</u>
<b>Accumulated depreciation</b>				
Beginning of financial year	28,632	81,326	300,644	410,602
Depreciation charges	18,102	13,158	-	31,260
Disposals	-	(350)	-	(350)
End of financial year	<u>46,734</u>	<u>94,134</u>	<u>300,644</u>	<u>441,512</u>
<b>Net book value</b>				
End of financial year	<u>19,112</u>	<u>38,195</u>	<u>1</u>	<u>57,308</u>

## REACH COMMUNITY SERVICES SOCIETY

### NOTES TO FINANCIAL STATEMENTS

For the financial year ended 31 December 2013

#### 5. Renovation and equipment (continued)

	Computers S\$	Furniture, fittings and office equipment S\$	Renovation S\$	Total S\$
<b>19 2012</b>				
<b>Cost</b>				
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	56,730	116,710	300,645	474,085
<b>Accumulated depreciation</b>				
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)	-	(20,384)
End of financial year	28,630	81,328	300,644	410,602
<b>Net book value</b>				
End of financial year	28,100	35,382	1	63,483

#### 6. Other payables

	2013 S\$	2012 S\$
Provision for staff performance bonus	114,109	65,161
Contribution to Central Provident Fund	118,943	110,024
Provision for unutilised paid leave	20,529	23,501
Capital expenditures	-	13,863
Others	47,545	25,217
	<u>301,126</u>	<u>237,766</u>

#### 7. Income, net

	2013 S\$	2012 S\$
Donations		
– tax deductible – General	359,688	207,355
– tax deductible – REACH Bursary	72,000	102,000
– non-tax deductible	6,594	3,179
Funding from Ministry and Other organisations*	1,546,743	1,356,952
Programme Revenue	553,764	531,219
Counselling and marriage preparation workshops	102,333	33,004
Training and consultancy	38,160	-
Financial assistance fund	1,000	3,500
Government grants	2,800	37,847
Interest income from bank deposits	40,096	15,665
Loss on disposal of equipment	-	(978)
	<u>2,723,178</u>	<u>2,289,743</u>

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

**REACH COMMUNITY SERVICES SOCIETY****NOTES TO FINANCIAL STATEMENTS***For the financial year ended 31 December 2013***8 Programme expenses**

	<b>2013</b>	<b>2012</b>
	<b>S\$</b>	<b>S\$</b>
Programme-related staff salaries and bonus	1,166,811	1,028,240
Society's contribution to Central Provident Fund	170,933	129,540
Direct programme costs	279,937	229,859
	<u>1,617,681</u>	<u>1,387,639</u>

**9. Management and administrative staff salaries and bonus**

	<b>2013</b>	<b>2012</b>
	<b>S\$</b>	<b>S\$</b>
Staff salaries and bonus	568,934	376,770
Society's contribution to Central Provident Fund	69,699	63,442
Staff training and other welfare	38,990	52,355
	<u>677,623</u>	<u>492,567</u>

**10. Related party transactions**

Key management personnel compensation is as follows:

	<b>2013</b>	<b>2012</b>
	<b>S\$</b>	<b>S\$</b>
Staff salaries and bonus	399,302	383,827
Society's contribution to Central Provident Fund	44,422	45,502
	<u>443,724</u>	<u>429,329</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>	
	<b>2013</b>	<b>2012</b>
Annual remuneration		
- Less than \$100,000	1	2
- More than \$100,000 but less than \$200,000	3	2
	<u>3</u>	<u>2</u>

## REACH COMMUNITY SERVICES SOCIETY

### NOTES TO FINANCIAL STATEMENTS

For the financial year ended 31 December 2013

#### 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:

	2013 S\$	2012 S\$
Not later than one year	2,616	2,616
Between one and five years	5,777	8,393
	8,393	11,009

#### 12. Funds

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

	2013 S\$	2012 S\$
Renovation and construction fund	150,000	100,000
Accumulated surplus	3,533,462	3,267,905
<b>Total</b>	3,683,462	3,367,905
Ratio of accumulated surplus (unrestricted funds) to annual operating expenditure	1.44	1.61

The Renovation Fund is set up for the building of new centres for the expansion of activities and services provided by the Society. The Society has received the approval of the relevant authorities to set up a counselling centre as well as a youth centre.

The Society's current reserve policy is to try to maintain an accumulated surplus (unrestricted funds) of an amount equivalent to at least 2 years of its annual operating expenditure. This is to enable the future expansion of the scope of services of the Society as well as to enhance financial stability. As at 31 December 2013, the Society has not yet met the threshold of its reserve policy.

#### 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 2013***14. Financial instruments**(i) Categories of financial instruments

	<b>2013</b>	<b>2012</b>
	<b>S\$</b>	<b>S\$</b>
<b>Financial assets</b>		
Cash and cash equivalents	3,775,067	3,409,026
Other receivables	149,924	131,162
Deposits	2,289	2,000
Total loans and receivables	<u>3,927,280</u>	<u>3,542,188</u>
<b>Financial liabilities</b>		
Other payables	<u>301,126</u>	<u>237,766</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 \$4,010 (2012: S\$1,566).

**REACH COMMUNITY SERVICES SOCIETY****NOTES TO THE FINANCIAL STATEMENTS***For the financial year ended 31 December 2013*

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**15. 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.

**16. 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 2014. The Society does not expect that adoption of these accounting standards will have a material impact on the Society's financial statement.

## FAITHFUL FUNDERS



## DYNAMIC DONORS

Credit Bureau Singapore  
Grace Assembly of God  
Health Promotion Board  
Kwan Im Thong Hood Cho Temple  
Maple Lifestyle LLP

Nautical Concept Pte Ltd  
Resorts World at Sentosa Pte Ltd  
Scan-Bilt Pte Ltd  
Singapore Press Holdings

## INDIVIDUAL DONORS WHO HAVE SUPPORTED US WITHOUT FAIL THROUGHOUT THE YEARS

### COMMUNITY CHAMPIONS

All Grassroots Organisations from Bishan-Toa Payoh GRC  
All Grassroots Organisations from Hong Kah North SMC  
Bishan HDB Branch Office  
Bishan Neighbourhood Police Centre  
Bishan-Toa Payoh Town Council  
Central Singapore CDC

Criminal Investigation Department, Singapore Police Force  
Dodgeball Association Of Singapore  
North East CDC  
Singapore Dragon Boat Association  
SportCares  
The Boys' Brigade in Singapore

## ALL OTHER FSCS, SCHOOLS AND VWOS WHOM WE HAVE WORKED WITH IN 2013

**REACH Community Services Society**

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