



# Taking **Flight**

Annual Report 2016

**REACH**  
COMMUNITY SERVICES



## **Vision**

Touching Hearts,  
Reaching Lives



## **Mission**

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

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and Staff Team

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# MANAGEMENT COMMITTEE AND STAFF TEAM



From left to right:  
[front] Sandy Low, Cham Lee Fin, Chan Hock Hui, Eunice Ng  
[back] Jimmy Yap, Sia Siew Kien, Thomas Owyong  
Not in picture: Rodney Chang, Patrick Liew

**President**

Sia Siew Kien

**Vice-President**

Thomas Owyong

**Honorary Secretary**

Rodney Chang

**Honorary Treasurer**

Chan Hock Hui

**Committee Members**

Cham Lee Fin  
Sandy Low  
Eunice Ng  
Jimmy Yap  
Patrick Liew



The Staff Team

# PRESIDENT'S MESSAGE



**Sia Siew Kien**

**President**

**REACH Community Services Society**

With the full operation of our expanded number of touchpoints and services, we are now able to serve more clients with greater capabilities and resources.

At REACH Community Services, we help the people in need in our society from all generations, all races and religions. We now have a variety of services across all our touchpoints -

**Family Service Centre @ Bishan**, serving the needs of the residents in Bishan, Shunfu and Sin Ming area.

**Counselling Centre @ Shunfu**, serving the needs of couples and families across the island through counselling therapy and workshops on family matters.

**Youth Powerhouse @ Bukit Batok**, serving the seniors and youths through inter-generational programmes and targeted intervention programmes.

**Youth Powerhub @ Tanglin**, to equip, empower and inspire youths to serve the community.

**Senior Centre @ Jalan Membina**, serving seniors through engaging programmes and promoting healthy and active ageing.

Along with the variety of services offered and the increased reach to more people, we also strive to have greater synergy, consistency and efficacy in our service.

In 2016, we continue to see our donors and sponsors giving generously despite the economic downturn. Our mainstay fundraising events like the REACH Charity Golf, REACH Charity Dinner continues to see faithful participants, donors and sponsors who raised \$150,000 and \$260,000 for our beneficiaries respectively. This has encouraged us greatly and has spurred us on to continue to serve those in need.

**REACH Family Service** - We have moved strongly towards more client-centric practice in the social services through the adoption of the Code of Social Work Practice (CSWP) and the conversion of case management processes to the Social Service Net system (SSNet). Our social workers continue to impact the lives of beneficiaries through casework, community work and groupwork. In 2016 alone, we handled 418 cases under the new practice.

**REACH Counselling Service** - We continue to reach out to more families, couples and individuals on marital and relationship related issues, to enrich and empower every hurting individual through counselling, programmes and talks. There was a 54% increase in the number of cases handled in 2016.

**REACH Youth Service** - Through campaigns, sports engagement programmes, and various interest groups, we seek to raise awareness of marginalized youths in our society. Our dedicated social workers work hard to inspire and empower these youths through relationship building, casework and counselling.

**REACH Senior Service** - We engage the seniors to live active and fulfilling lives through community outreach, health and wellness programmes, skills and crafts lessons as well as events and outings. There are about 120 regular senior participants involved in one or more of the 26 structured programmes at the centre.

On behalf of the Management Committee of REACH Community Services, I want to thank the government, our corporate partners, donors and volunteers for their steadfast support of REACH, without which we would not be able to ascend higher in our service to the community.

I would also like to take the opportunity to appreciate the dedication and the hard work of all the staff in REACH. It is your commitment to help the needy and your readiness to go beyond the call of duty that make REACH special as an organization. Thank you!

# CHIEF EXECUTIVE'S MESSAGE



**Ho Siew Cheong**  
**Chief Executive**  
**REACH Community Services Society**

2016 is another very fruitful year. We thank God for His provision of resources and opportunities, and thank you - our partners, donors and volunteers, for journeying with us through this impactful year.

This is the first year all five of our community touchpoints have become fully operational - Family Service Centre @ Bishan, Counselling Centre @ Shunfu, Youth Powerhouse @ Bukit Batok, Senior Centre @ Jalan Membina and Youth Powerhub @ Tanglin. Now, we are better able to help more people and meet a greater variety of needs in the community.

With operations spanning a wider area, several Service Heads and staff commute between locations in the course of their work. Processes are adjusted to ensure good supervision coverage and adequate resource at each location. Some staff have also been empowered

to step up as local leads to oversee day-to-day operations at each location.

Ms Indranee Rajah, Senior Minister of State, Ministry of Finance & Ministry of Law, and Member of Parliament for Tanjong Pagar GRC, declared opened the Senior Centre @ Jalan Membina on 19 February 2016. The centre has become a popular hotspot where seniors in the neighborhood gather and interact. The centre offers a menu of engaging programmes the seniors can choose from.

Over at Hong Kah North, programmes for seniors are conducted at Youth Powerhouse @ Bukit Batok on weekday mornings when most youths are at school. Senior-centric activities are organized to promote healthy active in-place ageing. The befriending programme for seniors is also growing rapidly.

As for Corporate HQ and the Family Service Centre @ Bishan, the cyclical maintenance to renovate the 18-year-old premise was completed in May 2016. We moved back to a re-optimized space, where there are additional counselling rooms, an activity hall, a training and hot desking area and a bigger multi-purpose hall. More usable space enables us to serve more clients and carry out a larger variety of activities.

In 2016, the FSC participated in the sector-wide rollout of the Code of Social Work Practice (CSWP) and the Social Service Network (SSNet). We engaged the services of a Master Social Worker to complement case supervision for case workers. We also resource up to meet new needs associated with the addition of a 450-unit rental apartment in Sin Ming (2017).

REACH Counselling Service, though located at Shunfu, reaches out to clients across the country. Whereas general counselling has always been available, most of the clients helped have issues

involving family and relationships. The Service broke new grounds with her appointment as one of the agencies supporting the Syariah Court, helping to save marriages on the verge of breaking up, and if not able to do so, to try to mitigate the impact on the individuals as well as their children.

On the preventive side, marriage preparation programmes (MPP) for adults, as well as for minors (MMPP) were both offered, and the Service was one of the agencies selected to work with MSF in the development of the new curriculum. More mental wellness talks will be introduced in 2017.

In the Youth area, the work with at-risk youth continues. The "Forgotten Youth" movement was initiated to work with institutionalized youths and those youths who might be overlooked by the community. The goal is to journey with them and their family in their reintegration back into society with lower rates of recidivation.

The launch of Youth Powerhub @ Tanglin marked a new front in youth work we have embarked on. We believe that youths can give back to society in more significant ways when they can catch a vision for their life. We are passionate in developing their capacity and capability to help others. We then connect them to serve the needs on the ground, and mentor them on their journey.

In 2016, amidst our expansion and growth in services and touchpoints, we continue to strive towards service excellence, deepen our skill set and upgrade our service quality through trainings and learning from the best in the industry.

Looking forward into 2017, we stay committed to offer our best to serve the Least, the Lost and the Lonely in our community.

# WE HAVE RE-BRANDED!

## REACH COMMUNITY SERVICES' NEW LOOK!



**Entity Name:** REACH Community Services Society

**UEN:** S98SS0144L

**IPC:** IPC000196

REACH Community Services offers the following:

**REACH Family Service**

**REACH Counselling Service**

**REACH Youth Service**

**REACH Senior Service**

**REACH Community Services operates the following touchpoints:**

Touchpoint Name	Address
<b>Family Service Centre @ Bishan</b>	187 Bishan Street 13 #01-475 Singapore 570187
<b>Counselling Centre @ Shunfu</b>	307 Shunfu Road #01-137 Singapore 570307
<b>Senior Centre @ Jalan Membina</b>	26B Jalan Membina #01-188 Singapore 165026
<b>Youth Powerhouse @ Bukit Batok</b>	417 Bukit Batok West Ave 4 #01-284 Singapore 650417
<b>Youth Powerhub @ Tanglin</b>	355 Tanglin Road, Level 2 Singapore 247960

# CORPORATE ENGAGEMENT

2016 has been another exciting year for  
REACH Community Services Society.

**Our HEARTFELT  
GRATITUDE** to  
**OUR STAKEHOLDERS,  
KEY PARTNERS, DONORS  
and VOLUNTEERS**  
for giving their  
**time, talent and treasure**  
to make our work of sharing hope to  
others possible!

- 
- ACI Singapore
  - Ardent Associates LLP
  - Air Products Singapore
  - Cargill International Trading Pte Ltd
  - Credit Bureau (Singapore) Pte Ltd
  - Gammon Construction Pte Ltd
  - Hewlett Packard Inc
  - Hotel Grand Pacific
  - Innervate CrossFit
  - Informatics Education Ltd
  - Joshua Research Consultant
  - Shangri-La Hotel, Singapore
  - Sembcorp Industries Ltd
  - TeamBuild Construction, and more

The journey for our beneficiaries in the areas of family, counselling, youth and senior work to overcome the challenges in their lives starts with the resources contributed by you - our faithful stakeholders, volunteers and donors. With your faithful support and contribution, we partner together to share the message of "Hope is within REACH" to the Least, the Lost and the Lonely in the community.

## Little Paddington Preschool

### Food Fare Charity on 10 May 2016

40 children aged four years old and above, together with their parents, raised more than \$1300 through a food fair made by the young ones and donated the money towards the children programme.



### Toy Donation on 16 December 2016

During the Christmas season, the pre-schoolers, together with their family contributed various toys according to the wishlist that benefitted 37 children.



## Innervate Crossfit

### Operation Broken Wing (OBW) 2016

It is our third year as the beneficiary of Operation Broken Wing organised by Innervate CrossFit, the fundraising event that uses fitness to support our youth work as well as promote fitness to the community.

This year OBW has gone regional! Six cities, including Melbourne and Penang, joined the movement to raise fund and awareness of the Forgotten Youth cause.

In Singapore, more than 500 athletes and supporters took part on 15 October and raised a total fund of up to \$150,000 to support our youth programmes. We are grateful to Innervate CrossFit for their unwavering support and vision towards our youths.



Message from our faithful partner, Innervate CrossFit:

**“ Innervate CrossFit is thankful to partner with REACH Community Services Society for the past few years. Together, we have worked to reach out to youths-at-risk and conduct our annual fundraiser, Operation Broken Wing.**

**Our visions are aligned with each other as we look towards 2017 in furthering our work to help our entire community. We believe we can shape the future of our nation and continue to effect change through fitness! ”**

## REACH Charity Golf 2016



More than 80 golfers putt off for a good cause at Seletar Country Club on 25 May.

Golfers and our beneficiaries gathered under the same roof to celebrate the success of the event over dinner and enjoy the performances by our very own youth beneficiaries.

We are thankful to Gammon Construction Singapore for partnering with us for the second year to help organise the event. Through this event, we raised over \$150,000 that fund our community works.

## REACH Charity Dinner 2016



It was our honour to have Mr Chan Chun Sing, Minister, Prime Minister's Office as our Guest-of-Honour.

Over 400 guests supported the event on a Wednesday night on 7 September at Shangri-La Hotel. Mr Chan Chun Sing, our Guest of Honour, exhorted them to give their Time, Talents or Treasures to serve the community.

The guests were also treated to performances put up by our senior beneficiaries, Abigail Sin and Low Jun Hong (Singapore's award-winning pianist and violinist) as well as Charles Wong (beatboxer and musician).

The event was successfully organised by a group of volunteers, under the leadership of Dr Patrick Liew and Ms Eunice Tan. More than \$260,000 was raised through the charity dinner.

REACH Community Services would like to express our appreciation to all who supported our cause to bring hope to the needy and lonely.



## REACH Paddle for Life 2016



2 October - "Paddle for Life" pioneered as the first dragonboat tug-of-war fundraising event in Singapore. It coincided with the 10th anniversary celebration of REACH Dragons, our youth dragonboat programme; which has been an effective intervention programme for the children and youth.

Corporate partners from Hewlett Packard Inc, Marina Bay Sands, Air Liquide, Grace Assembly of God and other individuals who formed teams to compete for the championship title managed to raise over \$170,000 in support of the youth cause.

We look forward to greater support and participation in the 2017 edition!

## REACH Community Flag Day 2016

Our inaugural flag day took place on 30 April. It was heartening to see more than 800 volunteers, ranging from children to seniors, selling flags islandwide. \$95,000 was raised through our flag day. Among them, the youngest volunteer was five year old and the oldest volunteer was 80!

Thank you to all of the volunteers who made an impact in the lives of our beneficiaries!



## Hewlett Packard Inc (HPi)



### Chinese New Year Celebration on 2 February 2016

Our beneficiaries and their families gathered to celebrate Chinese New Year sponsored by Hewlett Packard Inc.

Parents and children enjoyed the traditional Chinese New Year dish "lo-hei". They also played games that allowed for interaction among families and volunteers of HP!

It was a night of fun for everyone present! Thank you HPi for bringing joy to the families.

## Pioneer Active Day on 20 April 2016



40 seniors were treated to a special towel sculpture making workshop and not forgetting their all-time favourite activity-karaoke singing!

The seniors were also engaged actively through games with the staff volunteers from HP.

Indeed, it was a Pioneer Active Day where all the seniors had a good time together!

## Informatics Education

To pick up studying after leaving school for a long time can be a daunting experience.

A group of our ladies beneficiaries did that by enrolling themselves into an IT training provided by our local established IT school, Informatics Education.

The ladies pressed on through the weekly night classes after their work.

With their determination and hard work, each of them graduated successfully with an IT certificate.

Thank you, Informatics for bringing free training to our beneficiaries for the second year running!

## Shangri-La Hotel, Singapore



We are proud to be the Corporate Social Responsibility (CSR) partner of Shangri-La Hotel, Singapore. Mr Xavier Pougard, the Hotel Manager, initiated the CSR initiative with REACH under the “New Embrace Community Project”, involving their staff team and their long staying hotel guests.

### Foodcare programme

- more than 50 families benefitted from this programme.

### Home Improvement programme

- Four homes have been transformed and families now have a more conducive environment to live in

### Youth Character Development programme

- more than 20 students benefitted from this programme
- Five youths were offered four-week internship positions

## Tote Board

We want to acknowledge Tote Board which has pledged a 20% matching grant (capped at \$50,000 per project) of funds raised from our 5 major fundraising events in 2016.

## REACH Bursary and Mentoring Programme



Over  
**110**  
students  
received the  
**bursary**

On 21 January 2017, REACH Community Services held her 8th REACH Bursary Award at Hong Kah North Community Club and we have the privilege to have Dr Amy Khor, Senior Minister of State, Ministry of the Environment and Water Resources & Ministry of Health, as our Guest of Honour.

It was heartening to learn that students have made progression in their study through the academic support and mentoring from the volunteers.

More than 110 students received the bursary award and over 10% of participants have made progress in their academic results and 90% stayed through the one year programme. Kudos to the discipline of the students!

Our deepest appreciation to Air Products Singapore Pte Ltd, Credit Bureau (Singapore) Pte Ltd, Grace Assembly of God Singapore, Joshua Research Consultants Pte Ltd, Shangri-La Hotel, Singapore who generously sponsored and supported this programme, which has helped about 1000 students for the last 8 years.

## Donor and Volunteer Appreciation Tea (DVAT)



26 November - Generous donors and volunteers from the Family, Counselling, Youth and Senior Service gathered for a time of fun and games at Peninsula Excelsior Hotel. We also gave out the 5 Years Long Service Award conferred by National Council of Social Service (NCSS) to eight of our volunteers who have been with us since 2011.

# REACH FAMILY SERVICE

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**Alicia Lam**  
**Centre Head**  
**REACH Family Service**

2016 is a year of many changes in the Family Service Centre sector. Two major events were the adoption of the Code of Social Work Practice (CSWP) and the conversion of case management processes to the Social Service Net system (SSNet).

REACH FSC embraced these changes with faith and regarded them as a runway to bring the whole sector to greater heights. It was a national effort to align all the 47 FSCs into one common practice and one network system. After many months of sector planning, communication and concerted effort among FSC-MSF leaders, we started to catch a glimpse of the future of FSCs: an integrated practice, a standard framework and robust assessment with an established system, structures and processes to support service provision. It is a privilege to be part of this great engineering towards a more client-centric practice in the social services.

While progress was made in the area of case management, the aspects of our Community Work and Group Work did not slow down. There was overwhelming demand for our academic support programme, Programme Esperanza and Nurture 2.0, in collaboration with Central Singapore CDC.

Other community work efforts such as Silver Food Ration and Home Improvement Project at the rental blocks were well-received. Many residents feedback they greatly benefited from the financial relief in their food bill and a fresh renewal in their living environment. We are grateful for our volunteers and stakeholders' commitment to be part of our service to the needy children and their families.

Our Group Work programmes had also borne fruits. Our Parenting Power support group has stabilised and participants take up rate has grown. We witnessed the growth of knowledge in parenting, and a shift of parenting style to a more supportive and constructive one in the midst of the camaraderie among the parents. The new women support group (Super Mum) was formed to meet the needs of our female clients who had been victimised and marginalised. The group aims to empower women to be a positive contributor in our society and in their lives.

A highlight for the Family Violence Work Group (FVWG) in 2016 was the award that had been presented to REACH FSC, for the contribution as Chair of Tanglin Regional Family Violence Working Group at the The National Family Violence Networking System (NFVNS) Conference. Two of our staff received service awards at the conference in recognition for their services in the area of Family Violence education.

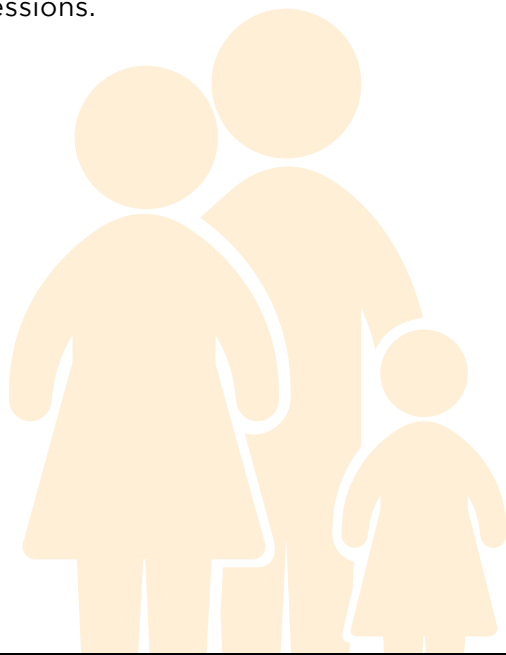
For the past four years at REACH FSC, I had the privilege of witnessing several projects that blossomed under my leadership. The Lord has been good and faithful to see the team through the challenges brought by the changes. With the team's faithful labour and support, it was made possible for REACH FSC to serve the community well with our commitment to '**Sharing Love and Inspiring Hope**'.

# Casework

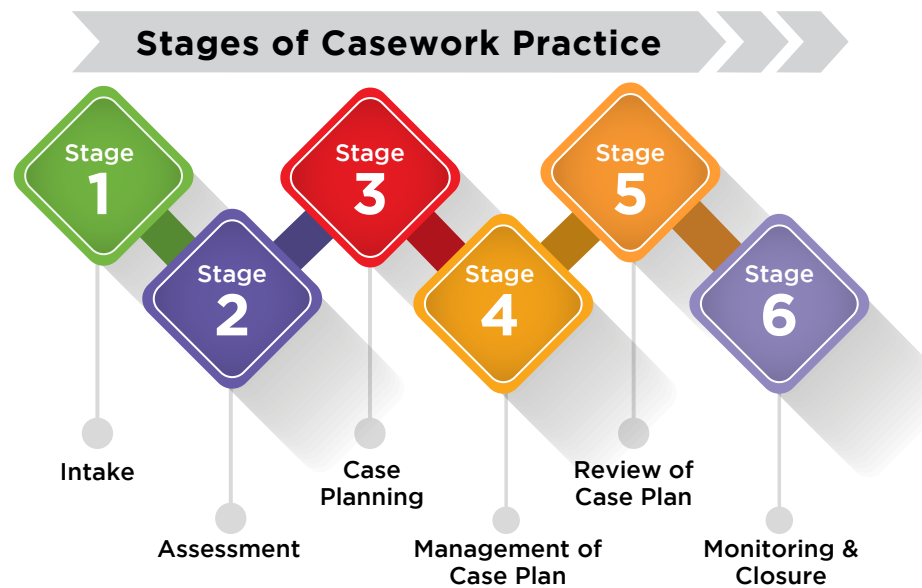
## Overview

2016 was a year of FSC sector-wide change, as all FSCs made the full transition to the new casework management process according to the MSF Family Service Centre Code of Social Work Practice (FSC-CSWP). Under the new FSC Service Model, social work practice in FSCs consists of Casework, Group Work and Community Work, which provide different levels of intervention to meet the diverse needs of individuals, families, groups and communities. FSC practitioners are progressively equipped with enhanced capabilities in casework, group work and community work.

In addition, the case management processes for all cases have transited to SSNet, a new centralised case management and information system used by all FSCs and Social Service Offices. SSNet went live in February 2016. In spite of teething problems with SSNet, we managed to adjust gradually to using it fully for all our casework processes, and documentation of all Casework, Group Work and Community Work sessions.



REACH FSC is a team of social workers and counsellors who follow the six stages of casework practice as prescribed under the CSWP.



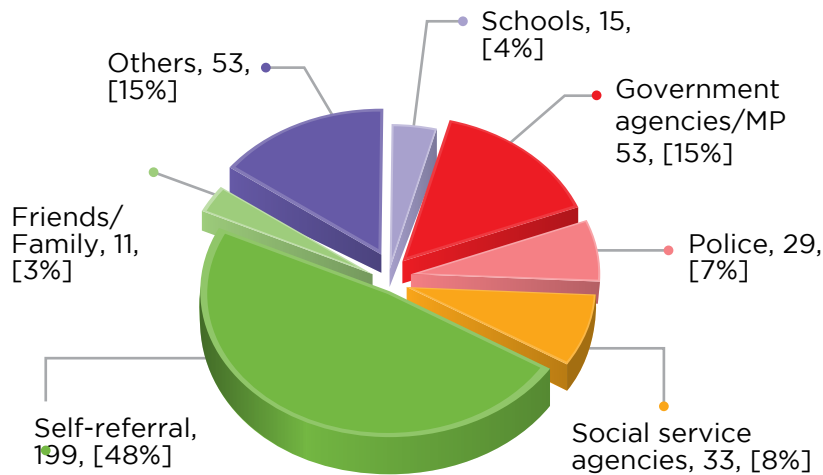
## Intake

(Source: MSF Family Service Centre Code of Social Work Practice, 2016)

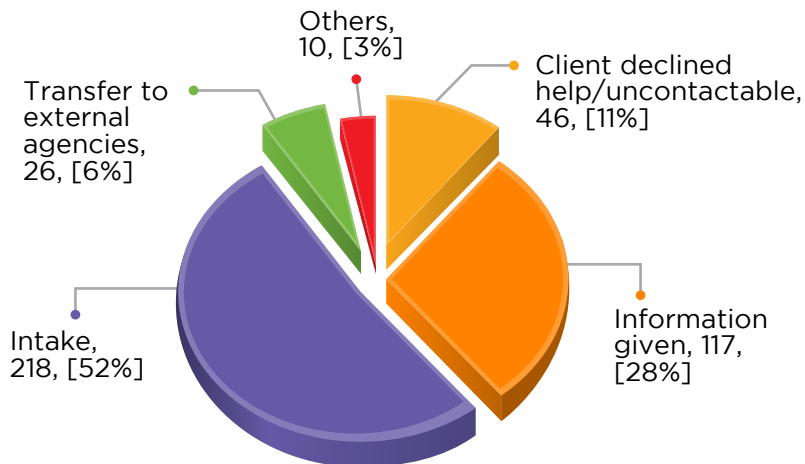
The Intake stage includes the FSC's Information & Referral Service which responds to individuals and families who approach the FSC through phone, walk-in, email or referrals from other agencies and FSC's outreach efforts. We provide relevant information to enquirers or refer them to other appropriate agencies. The intake assessment helps to establish whether the concerns of individuals and families can be addressed by the services of the FSC. The Intake assessment also includes an initial risk assessment for family violence, suicide and harm to others, to facilitate early detection of risks and prompt follow-up to ensure safety.

In 2016, we attended to 417 enquiries, of which 52% proceed to be handled as FSC intakes.

**SOURCES OF ENQUIRIES**



**OUTCOMES OF ENQUIRIES**



**Case Management**

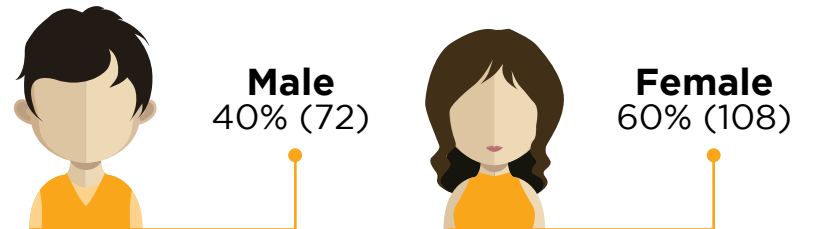
In 2016, REACH FSC handled a total of 418 cases.

*Profile of New Cases in 2016*

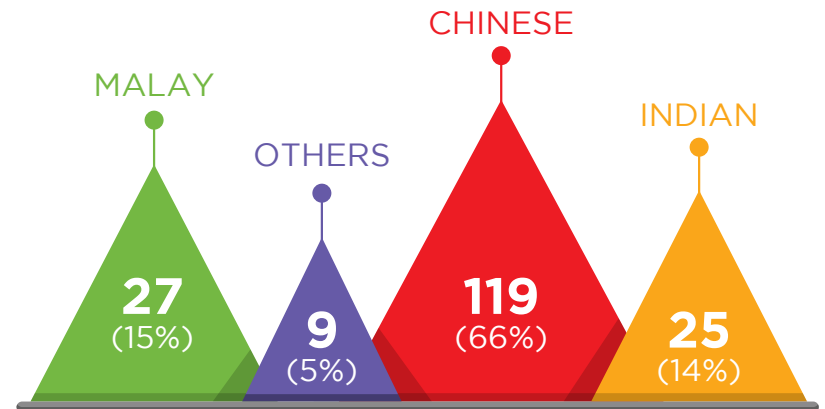
A comparison with 2015 is shown below:

	2016	2015
Number of cases in Jan	238	392
Number of new cases	180	216
Number of closed cases	185	370
Number of cases at Dec	233	238
Total number of cases handled	418	608

**Gender**



**Ethnicity**



The lower number of cases handled was attributed mainly to the more rigorous intake process which provides gatekeeping and enables the FSC to identify the needs of vulnerable families.

Two notable changes to the intake assessment process is made more rigorous with the introduction of Bio-psycho-social-spiritual (BPSS) assessment and use of the Family and Adult Support Tool (FAST) for all cases. FAST identifies and prioritises the safety issues and needs of individuals and families, such that cases are classified as Groups 2, 3 or 4 cases.

Group Classification	No. and % of total cases	Issues and risk presented
2	112 (77%)	emerging risks and low complexity of needs; financial, parenting, marital and housing cases with very low risks
3	19 (13%)	escalating risks and high complexity of needs; mental health issues
4	14 (10%)	high risk cases; domestic violence which includes spousal, child and elder abuse, as well as suicidal risks

As FAST is used in all FSCs and SSOs as well as various partner agencies, it provides a common language to enable different agencies to understand the needs of the families. Notably, 10% (14) of the Group 2 cases (assessed by Dec 2016) were initially Group 4 cases at the time of case open, indicating that the risks that these families experienced had reduced and managed over the course of intervention by REACH FSC.

### Closed Cases

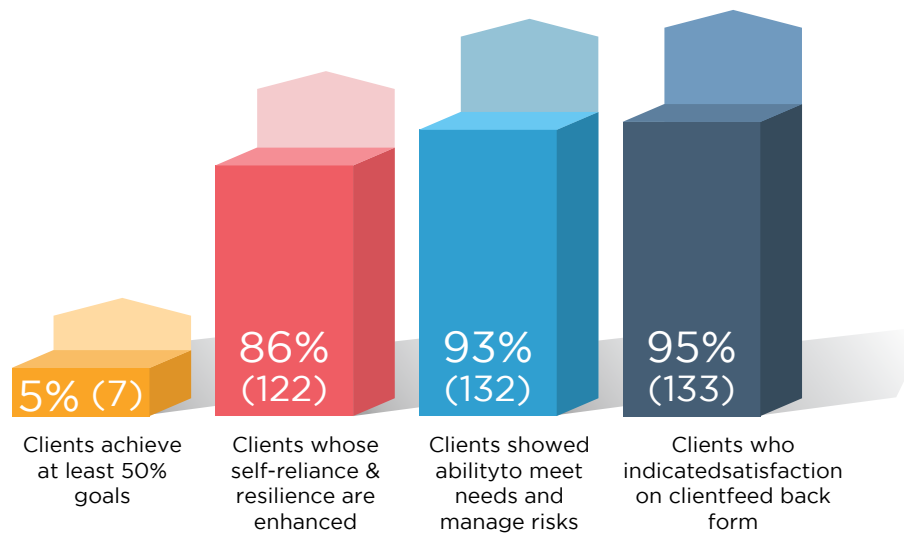
MSF introduced new outcome indicators for cases closed since April 2016.

These indicators are:

- clients achieving at least 50% of goals,
- clients enhancing their self-reliance and resilience capacity,
- clients showed ability to meet needs and manage risks, and
- clients indicating satisfaction on client feedback form.

REACH FSC performed well for three indicators. The low 5% result for clients not achieving 50% of the goals set is because the legacy cases that did not comply with the CSWP were also taken into consideration. Treatment goals is now a requirement for all casework under the CSWP and are indicated in SSNet.

### Case Closure Outcome Indicators



### Family Violence Mandatory Counselling Programme

From 1 April 2016, the Mandatory Counselling Programme (MCP) which is mandated by the Family Court for individuals who perpetrate or experience family violence, becomes part of FSC Casework intervention. Such cases take on CSWP processes, are reported under the FSC caseload and funded by the MSF funding norm for FSC cases. The MCP is supported by a module in SSNet. The MCP interventions are consistent with CSWP Practice, i.e. intervene holistically for the whole family, not just victim and perpetrator.

### Staff Development

Training and supervision are key elements of staff development in REACH FSC, as the FSC staff team aims to provide high quality of service to our clients.

Some of the key training and development REACH FSC staff received in 2016:-

Training information	Trainer	Outcome
CSWP Onboarding course	Social Service Institute	all staff became certified users of FAST
CSWP Training and supervision	MSF Master Practice Leader Ms Choy Puay Wun	improve in competency of casework processes
Supervisor Supervision	MSF Master Practice Leader Ms Choy Puay Wun	sharpen the supervision process

A training roadmap is in place to train REACH FSC staff to handle Groups 2, 3 and 4 cases.

It covers essential courses conducted by the Social Service Institute like:

- Applied Suicide Intervention Skills Training (ASIST),
- Management of Family Violence,
- Child Abuse and Child Protection,
- Mental illness and Recovery,
- Supporting people in Loss and Grief.

## Financial Assistance for Low Income Families

REACH FSC administered the following financial assistance to our low-income clients in 2016:

	2016	2015
<b>Straits Times School Pocket Money Fund</b>		
Primary School students	14	34
Secondary School students	15	28
Post-Secondary (ITE/ Polytechnic) students	4	9
<b>FSC Discretionary Fund</b>		
Families received NTUC grocery vouchers and cash disbursements	53	161
<b>FSC ComCare Fund</b>		
Families received NTUC grocery vouchers and cash disbursements	7	88

# Community Work

## Home Improvement Programme



*Volunteers in action*

The Home Improvement Programme (HIP) seeks to assist low-income families in enhancing their home environment, giving them a renewed sense of hope in creating a better future for themselves and their families. The programme also empowers them as they participate in decision-making together with the volunteers and caseworkers on how their living conditions can be improved.

We partnered with:

- Eight students and three teachers from the Raffles Leadership Institute
- 15 staff from Citibank N.A., Singapore Branch
- They made a difference to the lives of four low income families

**“I am very happy with how my house has turned out after the students from Raffles Institute painted the walls with my favourite colour, yellow. They have helped me a lot and I enjoyed painting with them.”**

- Mr Ho (not his real name), a beneficiary of the HIP

## Programme Esperanza (PE) and Nurture 2.0

Programme Esperanza (PE) was designed to provide primary and secondary school children from low income and multi-stressed families, a platform for well-rounded development, academic, character and self-development. 2016 was our first collaboration with Central Singapore CDC on Nurture 2.0, which is a 40-week programme for children aged 7 to 12. Occasionally, these sessions are supplemented by other interesting learning activities like clay animation and movie making in I-Create and outdoor learning visits in I-Journey. Most of the participants achieved an overall improvement in their academic performance, an increase in self-esteem and a heightened sense of responsibility

### Details of PE

Students	2016	2015
Primary School Student	41	30
Secondary School Student	22	7
Volunteer	<b>64</b>	<b>34</b>

Profile of volunteers	
Secondary School	<ul style="list-style-type: none"> <li>• CHIJ Saint Nicholas Girls' School</li> <li>• Nanyang Girls' High School</li> <li>• St. Margaret's Secondary School</li> </ul>
Tertiary Institution	<ul style="list-style-type: none"> <li>• Anglo-Chinese School (Independent)</li> <li>• Hwa Chong Institution</li> <li>• Millenia Institute</li> <li>• Nanyang Junior College</li> <li>• Nanyang Polytechnic</li> <li>• Raffles Junior College</li> <li>• Singapore Management University</li> <li>• Singapore Polytechnic</li> </ul>

**“ My daughter’s behaviour has improved. She is able to correct my mistakes and is also a good girl in class. ”**

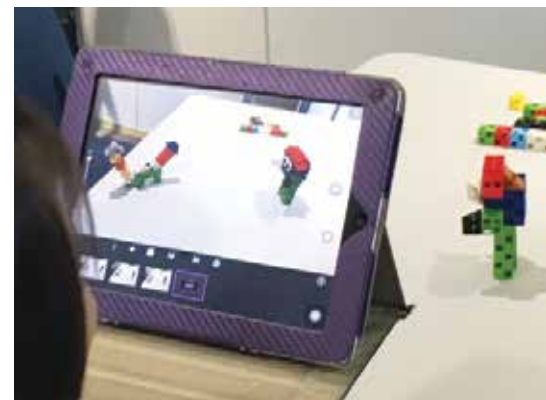
- Mdm Amelia, Parent

**“ My seniors were volunteering here last year and they really enjoyed the experience. They had to stop this year because they were preparing for their A-levels but they asked me if I would like to take their place and I said ‘Why not?’. It’s a meaningful experience and I’ve learnt a lot from volunteering here. ”**

- Sandra Ng Ying, Volunteer Mentor



Primary level participants in Nurture 2.0 being taught by lead teacher



Primary level participants learning the techniques of movie making in I-Create

# Groupwork

## Parenting Power 2016!

- » Six Parenting Support Group sessions held
- » Topics covered include:
  - Being Supportive Parents – Seeing From My Child’s Perspective,
  - Marital Issues Affect Parenting
  - Understanding At-Risk Behaviours In Youths, etc.
- » Participants increased from 40 in 2015 to 50 in 2016
- » Sessions facilitated by:
  - Volunteers with school counselling background
  - TOUCH Cyber Wellness
  - REACH FSC staff
- » Sessions encouraged participants to:
  - Reflect on their parenting styles
  - Learn how to better understand and relate to their children

“ I have learned so much from the parenting sessions. The facilitators and volunteers have been engaging, supportive and patient with us. The other parents and I had a great time together. ”

– Mdm. Lim Lay Pheng (Parenting Group active participant)



## REACH Women Therapeutic Group 2016

“Super Women Club” was started in 2016. An exclusive all-women group – with the aim of empowering women in their various roles.



**5 women**  
came together for  
**eight sessions of**  
**two-hour sessions.**

The participants bonded together to provide the friendship, emotional support and encouragement for one another. The women could share their deepest emotions, challenges and dreams because of this safe platform. At the end of the eight sessions, all the participants took away with them an improved self-image, confidence and deeper awareness of their role as a woman, a mother at home as well as a contributing member in the community where they live in. It was encouraging to see them empowered and express their desire to return for more.

“ I gained more confidence to be independent and not to be fearful of my future. ”

“ I am happy playing games and enjoy learning from my friends’ experiences and sharing. ”



## Financial Literacy Programme (FLP)



### Financial Literacy Programme was conducted to:

- Help low-income families to cultivate a regular saving habit through positive incentives,
- Strengthen family bonds through achieving set financial goals together and
- Expand social support network through psychoeducation and a support group component.



15 participants attended

6 monthly sessions



Topics covered by financial experts include:

- » Goal setting, basic budgeting, money management, being receptive to change financial needs expectation, credit and debt management, dangers of loan sharks, reflection and tracking of success.



The sharing of their struggles raise awareness of the issued involved and also receive support from fellow participants



Participants graduated with a sense of achievement and renewed confidence to overcome some of their challenges.



**“ This programme has taught me that if I can't have a better paying job, there are other ways to earn extra income, like selling used items or save money by eating out less often. It also brought my elder son closer to me, as he reminds me not to spend unnecessarily when we're out grocery shopping. ”**

- Suhaini Binte Mohd Ali

# Outreach

## Overview

REACH Family Service Centre (FSC) is committed to ensuring that our community thrives by providing quality service, meaningful engagement with both residents and stakeholders. In 2016, the Outreach team has gone an extra mile to outreach and raise awareness on the needs of the community, especially to the private estate of Thomson area as we recognise the private estate present itself with a set of unique challenges.

## Roadshows

- 24 January 2016 – Set up a booth at the annual Bishan-Toa Payoh GRC CCCs Bursary Awards Presentation Ceremony. 300 residents and their families visited our FSC booth that day!



REACH FSC Team at Bishan Toa-Payoh GRC Bursary Event

## Community Engagement & Needs Assessment @ Windsor Park

- Collaborated with Windsor Park Resident Association(RA) committee and participated in their Durian Party and Needs Assessment on 13 August 2016.
- REACH FSC volunteers provided wheelchair services to elderly at risk of isolation due to their immobility and encouraged them to use the facilities.



“ On behalf of the Windsor Park RA, I wish to acknowledge and thank REACH FSC for working with Windsor Park RA committee on a number of projects  
 - Durian Night  
 - Resident Casework  
 Thanks to Danny and Michelle and the whole REACH Team for your care. ”

- Christopher De Souza  
 Windsor Park RA Chairman

## Recycle Now! Project with Bishan East CC Youth Executive Committee (YEC)

We were fortunate to have the assistance of Mr Chong Kee Hiong, MP for Bishan East-Thomson district and the youths from Bishan East CC YEC to plan and organise a mass recycling project within Bishan East vicinity in November. With the help of the residents, 1000kg of recyclables were collected where proceeds went into purchasing food rations for our beneficiaries.



## Stakeholders Meeting

REACH FSC believes in working closely with our community stakeholders from:



- Agency of Integrated Care
- Bishan Neighbourhood Police Centre
- Bishan North Community Centre
- COMNET Senior Services
- AMKFSC MindCare
- COMIT (AMKFSC)
- Housing Development Board
- Institute of Mental Health
- National Healthcare Group
- Social Service Office (Toa Payoh)

- Held regular stakeholders meetings to discuss high risk cases in Bishan and Sin Ming.
- Celebrated reopening of REACH FSC together on 23 July



Stakeholders at RFSC Re-Opening Ceremony

## Community Walk, Brochure Distribution Market & Festive Season Outreach

Several outreach initiatives like the Community Walk, Brochure Distribution and Festive Outreach were organised to galvanise the available resources within the community to benefit our needy beneficiaries. These outreach efforts helped to establish good rapport and relationship on the ground between community stakeholders, residents and REACH FSC.

**“The importance of maintaining good relationship was a recurring theme in our Community Walks.”**

- Esther Teo, Intern with RFSC



Volunteers in action



Volunteers in action

### Weekly outreach at Meet-the-People Session (Bishan North)

- Involved in 38 Meet-the-People Sessions
- 32 on-site new referrals
- 308 residents received information on FSC services



## SCHOOL HOLIDAY & COMMUNITY EVENTS

During the school holidays and at several events, generous community partners collaborated with us to serve and engage our beneficiaries through various activities.

### 30 January 2016 - Basketball Workshop with Singapore Slingers

In collaboration with Bishan East Zone 1 RC and Singapore Basketball Team, Singapore Slingers, our beneficiaries had the opportunity to learn more about the game and how teamwork is displayed through sports.



Singapore Slingers Ng Han Bin, Justin Howard and Delvin Goh sharing tips and rules of the game

### 27 February 2016 - Down Syndrome Association 20th Anniversary event

In support of Down Syndrome Association's 20th Anniversary launch, beneficiaries from REACH FSC learnt more about the genetic disorder and helped raise awareness for Down Syndrome at the outdoor event at Bishan Park.



Volunteers helping beneficiaries of REACH FSC to put together the DSA celebration kite

### 12 March 2016 - Water Conservation Educational Visit to Sustainable Singapore Gallery at Marina Barrage

Organised by Central Singapore CDC, our beneficiaries had the opportunity to learn about the environment and Singapore's efforts towards environmental sustainability.



Beneficiaries learning about the operation of the dam at Marina Barrage through the barrage model

### 13 March 2016 - Launch of HeritageCares

Organised by the National Heritage Board, 12 families from REACH FSC enjoyed an outdoor trail walk from Fort Canning Park, which ended at the Peranakan Museum.



Beneficiary from REACH FSC sharing a nostalgic story with Ms Grace Fu, Minister for Culture, Community and Youth and Guest-of-Honour for Launch of HeritageCares

### 28 April 2016 - Care & Share Thank You Show

Beneficiaries of REACH FSC were invited to the Care & Share Thank You Show organised by Community Chest.



Beneficiaries who attended the Care & Share Thank You Show

### 15 March 2016 - Gamelan and Wayang Kulit Workshop at The Esplanade

The workshop provided the children and their family members an introductory exposure to the traditional Indonesian art forms of gamelan-playing and wayang kulit puppetry. The participants learnt the different instruments in the gamelan, its history and philosophy and how to play several music pieces as an ensemble to accompany a wayang kulit performance.



Families learning the art of playing the gamelan

### 7 May 2016 - Visit to Jurong Frog Farm

As part of an educational tour conducted by Central Singapore CDC through Nurture 2.0, beneficiaries had the opportunity to learn about frog farming in Singapore.



Participants being introduced to bullfrogs in a fun way

**15 June 2016 - Camp Explore Alumni Outing to Hewlett Packard**

Beneficiaries who had previously participated in Camp Explorer 2015 were invited to an exclusive visit to Hewlett Packard to explore the behind the scenes in the making of electronic appliances.



*Beneficiaries trying their hand at creative 2D printing*

**9 July 2016 - Introduction to Music (Guitar)**

A group of Secondary Three students from Victoria School held an introduction to guitar-playing as part of a student-initiated Social Innovation Project. The children learnt some fundamentals of guitar-playing and basic strumming.



*Beneficiaries being taught how to play the guitar.*

**22 June 2016 - Nurturing Stars Carnival 2016**

Beneficiaries were invited to Central Singapore CDC's annual Nurturing Stars Carnival held at KidZania where the children were paired with a StarHub volunteer and spent hours being engaged in the kid-sized city.



*Beneficiaries interacting with Mayor Denise Phua, Central Singapore District and Ms Jeanie Ong, Chief Strategic Partnership Officer, StarHub Limited*

**15 October 2016 - Visit to Civic District and Singapore River**

Organised by Central Singapore CDC, beneficiaries walked through the Civic District as they gained insights on the historical, architectural and cultural heritage of our nation state.



*Beneficiaries learning more about the journey*

# REACH COUNSELLING SERVICE

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**Jessie Koh**  
**Head**  
**REACH Counselling Service**

2016 is especially an exciting year for me as I joined REACH Community Services Society as Head of REACH Counselling Centre. I am barely three months into my job and I feel I am already a part of the organization's vision and mission in "Touching Hearts, Reaching Lives". REACH Counselling's core work is reaching out to family, couple and individual on marital and relationship related issues. It resonates with my passion to enrich and empower every hurting individual through our counselling, programmes and talks.

REACH Counselling continue to see a significant increase in the number of new cases (277) 54% higher than in the previous year. It is my joy to share with you how we have helped our clients in their journey of discovering hope and change. Do take time to read the success stories and the testimonies of Zachary and John, having coming through our work where it helped transformed their anguish and adversity into hope and renewed relationships.

In the last seven years we see a trend in marital conflicts, separation, divorce and extra-marital affairs as the main presenting issues that are dealt with during our counselling work with clients. It sets the future direction for REACH Counselling to specialize in marital counselling, concentrating on both the tail-end of infidelity and divorce counselling plus upstream marriage preparation work to have couples start right and stay strong in marriage.

In May, we invited back Mr. Dave Carder, the founder, to be the speaker at our Professional Seminar "Torn Asunder - Recovering from an Extramarital Affair". The seminar was well received by a group of 70 fellow counsellors, social workers, therapists, and psychologists. Another 120 beneficiaries also benefited from Mr. Dave Carder during the public talks. It reinforced our Torn Asunder (TA) programme that was introduced in 2010, to help couples who were experiencing infidelity in their marriage.

REACH Counselling Service has been advocating strong marriage and has actively collaborated with

MSF for the past nine years in providing "Marriage Preparation Programme" (MPP), for couples including young couples below 21 years old.

I would like to highlight our partnership with the Ministry of Social and Family Development (MSF), Fei Yue Community Services and NUS Research team in the development of curriculum for the Early Marriage Support Services in 2017. The objective of this programme is to strengthen marriages of young couples between ages of 18 to 24 years old. This is very relevant and necessary as the recent findings from the marriage survey shows that marriages ended up in divorce within the first five years of their marriages from this young age group couples.

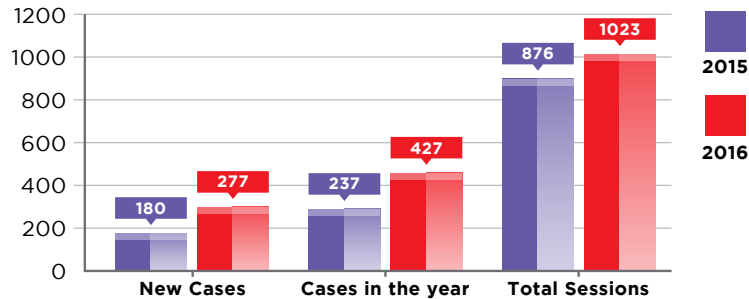
We collaborate closely with our social partner, Citrus Media who conducts yearly Blissful Outdoor Wedding show (BOWs) three times a year. During the shows, we conduct hourly talks on marriage related issues for couples who are planning to marry. In early October, we conducted a talk on "Marriage Expectation" which was well received. We got very positive feedback from the participants and they even signed up for our Marriage Preparation Programme (MPP).

With the endorsement of Syariah Court we are honored and privileged to be the only non-Muslim VVO to help the Malay community provide counselling for their divorcing couples. The aim is to help parties reconcile but if not at least to help them resolve their divorce in an amicable manner so that their divorce does not impact their children. Out of the 79 cases that we handled we are happy to share that a few couples reconcile during our counselling work with them.

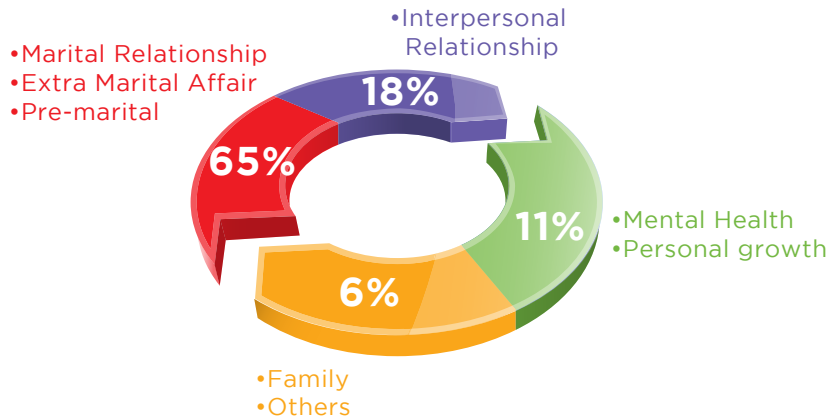
I commend my dedicated team for their remarkable work. Moving forward, we continue to upgrade our expertise to reach out to many more hurting, confused and lost people and help transform their life from despair to hope.

Finally, thank you, reader of this report, for your continuous support in our journey of celebrating love and embracing growth.

# Information and Consultation



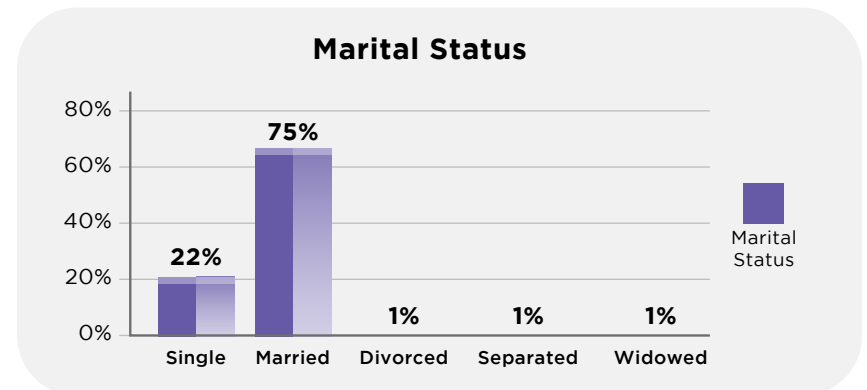
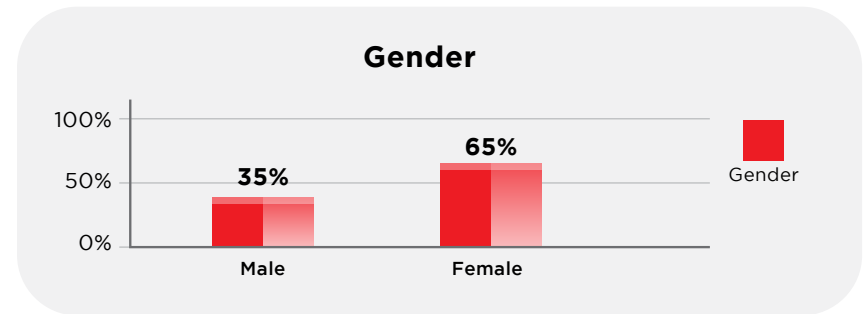
Overall, there was a significant increase in the number of new cases (277), 54% higher than the previous year with 427 total cases handled in the year. And, the total sessions in 2016 were also higher by 17% as compared to 2015.



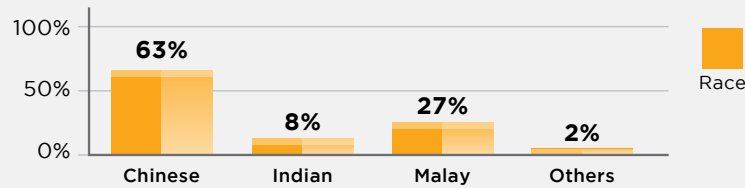
Couple and interpersonal relationship (83%) remain the top concern of clients. However, the presenting problems can be overlapped when many other areas are also affected as a result of the main presenting problem.

Date	2016		2015	
Couple Relationship and Infidelity	181	65%	120	65%
Interpersonal Relationship	50	18%	19	12%
Mental Health eg. stress, depression, anger, grief and loss	18	6%	12	7%
Personal growth and healing	7	3%	15	8%
Family/Parenting	16	6%	14	8%
Others	5	2%	-	-
<b>Total</b>	<b>277</b>	<b>100%</b>	<b>180</b>	<b>100%</b>

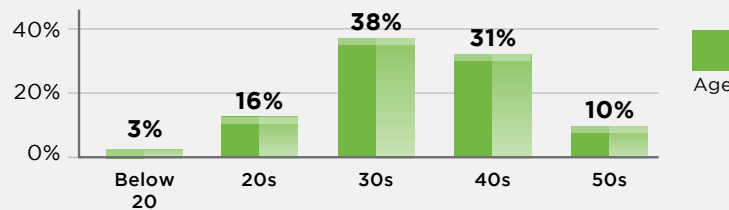
## Client Profile



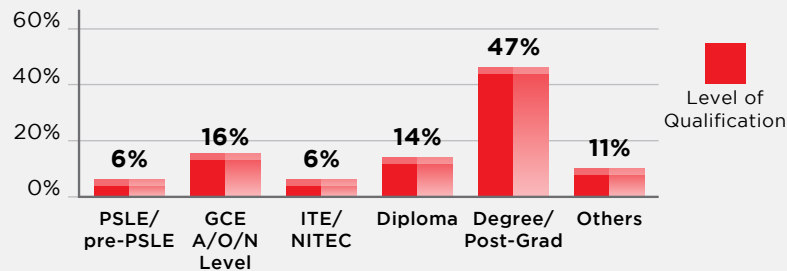
### Race



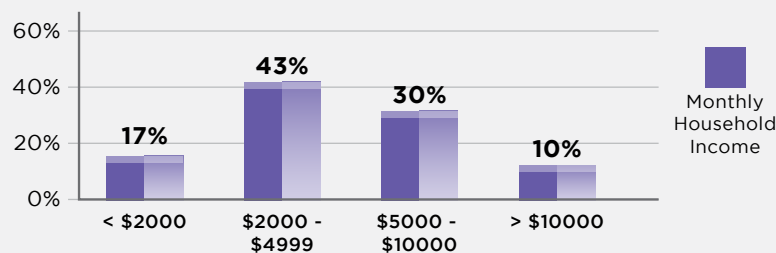
### Age



### Level of Qualification



### Monthly Household Income



The top three sources of referral are still personal contact, internet and mass media as with the last three years. As with past years, our client profile remained very much the same – predominantly of Chinese descent (63%), in the 30-40s age group (69%), holding a degree/post-graduate qualification (47%). The Malay clientele has doubled over 2015, reflecting the full year referral load from the Syariah Court as compared to when it started in July 2015.

### STORY:

*In our first session, Zac looked so despondent and downcast; he could not look me in the eyes. He started nervously and kept twisting his fingers. As the session progressed, he managed with much difficulty and hesitation to talk about his presenting problem - Dad was abusive even physically. He had anxieties going home such that he would wander outside till three am before heading home. It really ripped my heart to see Zac so broken in spirit - the consequences of ignorant parenting. Ignorant for I am sure his parents love and care for him which proved to be true in later sessions.*

*Zac is in his early thirties, smart and independent though he tends to care for others more than himself. He has worked part time since he was 15 for his own pocket money and even paid for his own university tuition fees despite coming from a well off family. He is a good looking guy with bright eyes. Several months ago, at the request of Dad, he has left his job to join Dad's company. Somehow the close proximity and familiarity precipitated the current problem.*

*We had eight sessions where Zac made tremendous progress to build his self-esteem, increase his confidence and assertiveness in his family and other relationships. He has also learned to value and care for himself. It was rewarding to work with Zac; he is well read and knowledgeable in various subjects especially psychology which helped advanced our work steadily. At the closing session, a very different Zac surfaced - he is bubbly and confident, animatedly sharing about his busy social life.*

# Programmes

## Torn Asunder (TA) Affair Recovery Programme

### Torn Asunder Professional Practice Group



70 counsellors, psychologists, social workers and church pastoral workers attended

10 TA practitioners share experience and expertise on helping couples heal from affairs

### Public Talk by Dave Carder

120 were present to learn how to build emotional closeness and prevent infidelity



### TA Cases



18 couples were helped in their journey of recovering from infidelity

### STORY:

*When John was retrenched from his job, the couple decided that it was opportune for him to take a break and stay home to supervise their four children, especially their oldest boy who was taking his PSLE exam at the end of the year.*

*While they made careful plans financially, they did not anticipate the emotional upheavals that John was to experience. John had an identity crisis as a stay-home dad, exacerbated as his wife became increasingly busy with rapid advancement in her career.*

*Feeling lonely, glum and lacking social interaction, John with lots of time on his hands, turned to his ex-secretary for company. It started innocently enough as occasional catch-ups but gradually developed into a full-blown affair. When Joyce found out a few years later, she was devastated - while she slugged to support the family, he was having a ball of time betraying her.*

*Both came for the TA programme which took about three months. TA helped them take stock of their marital history, take responsibility for their contribution in the deterioration of their relationship, grant forgiveness and rebuild trust.*

*At the end of the programme, they learnt to reconnect by emotionally supporting each other. They also started to allocate time and resources to their marriage as they learnt to shift focus and priority from that of their children to their relationship.*



## One, Two, Three or Six? Marriage Preparation Programme



REACH Counselling Service believes in advocating strong marriage. Our collaboration with MSF for the past nine years in providing “Marriage Preparation Program” (MPP), has received positive responses from couples attending our “One, Two, Three or Six? Marriage Preparation Programme”.

Using the PREPARE-ENRICH Inventory, an online customized couple assessment tool, many couples find the resource extremely helpful when relating to each other. Couples find that they can understand each other better, in turn promoting meaningful interactions and open conversations.

***“ Now I have a better understanding of what marriage is and what is needed to make it work. I’ve also learnt methods to overcome conflicts. ”***

***“ The online assessment that we have done before attending the session is greatly useful and allow better understanding between us (the couple). ”***

## Syariah Court Mandatory Counselling Programme

REACH Counselling continued supporting Syariah Court (SYC) as one of their appointed agencies to help Muslim couples who have filed for divorce. There was an increase for 2016 where we had seen a total of 79 cases. This year, face less restraint in the aspect of Malay language when attending to couples as we have counsellors who were fluent in their language.

SYC couples are faced with a wide range of challenges and issues, namely, infidelity, financial issues, violent relationship, employment issues that leads to inability to provide for family. Some couples also suffer from in-laws issues that can be difficult to resolve. However, helping SYC couples in their situation has taught us to be more mindful of their values, culture, religious teachings in the context of Muslim marriages.

In the course of our support and help to them, we were greatly encouraged and was glad to see several couples deciding to reconcile with their spouse that lead to the start of the healing process and eventually restoration of their marriage.

Apart from the counselling help, we also facilitate the Parenting Plan with the couples who decide to go their separate ways. The Parenting Plan aims to prepare the parents for post-divorce and the journey of putting their children’s interest a priority. It helps them to bring a closure to their marriage and re-focus their attention in raising their children.

**STORY:**

*The couple, early 30s, married for 5 years, was referred by Syariah Court for Mandatory Counselling Programme as part of requirements for divorce.*

*The husband found out his wife had an affair with her colleague. He was so upset and disappointed. He filed for a divorce as a way-out to the painful chapter in his life. He was so helpless and did not know what to do as the couple could not talk and see each other face to face. His wife moved out with the two young children to her parents' house.*

*Instead of focusing on the affair, I helped the couple to review their marriage. Although they have many differences and negative experiences in the past, they realized that they still love each other. They came to all the 5 sessions provided by SYC. They have divorced in Islamic law. However, they plan to re-marry and have a mini honeymoon. They are also coming back for more counselling sessions and willing to bear the cost themselves.*



## Talks and Workshops

### Blissful Outdoor Wedding Show (BOWS)

REACH Counselling for the past 4 years has been one of the major partners for BOWS. BOWS is the biggest annual outdoor wedding show that boasts over 40 wedding merchants showcasing their wedding services to young couples.

Our role at this event is to help couples prepare right for their marriage through our talks at the event. Over the years, we have received hundreds of couples coming for our talks, presenting a wide range of marriage topics that included Commitment, Marriage Expectations, Conflict Management and Sexual Intimacy and more. Our aim is to create awareness for couples to view marriage holistically and not just focus on the wedding day itself. As the saying goes "Wedding is just one day, but marriage is a lifetime".

Our talks adopt an interactive and engaging approach with the objective to open their minds and stir their hearts to dwell more on their marriage journey ahead. It also offers a taste of what our Marriage Preparation Programme is like, how it can cater to their needs and help them be well prepared for marriage ahead. Response has been consistently positive and receptive.

Besides giving talks at the event, REACH Counselling also contributed marriage articles in their BOWS Tabloids.



# HOPE Mentoring

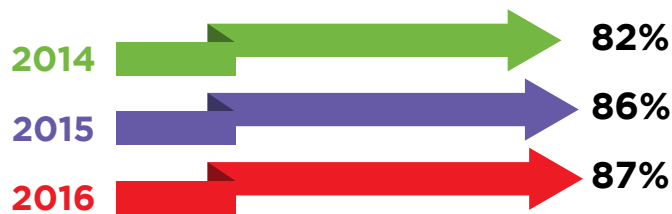
The Home Ownership Plus Education (HOPE) Scheme is a long term scheme initiated by MSF in 2004 which features a series of incentives carefully planned to support the families to work towards breaking out of the poverty cycle.

Our team works with young low-income families through mentoring sessions, which allows them to explore their resources to achieve a better life for themselves and their children through skills upgrading and stable employment.

In 2016, REACH Community Services Society has expanded our boundaries to include the western region of Jalan Teck Whye, Bukit Panjang and Choa Chu Kang.

## HOPE Mentoring

In 2016, the mentoring sessions have increased to bi-annual meetings with the clients to keep closer contact and journey with them through their progress. Our team worked with the families to build their resilience, provide them with emotional and social support, as well as link them up with community resources such as SINDA, which gave out Deepavali gift vouchers and rice. We also worked to empower and motivate couples to seek skills upgrading to gain better employment and financial independence.



Satisfaction Report

## Support Group

Besides mentoring sessions, we organised activities that facilitate family bonding.

Date	Event	Objective
12 Feb	CNY Dinner at HP	To provide families with an opportunity to celebrate the festivities together
Feb - Mar	Microsoft Excel @ Informatics Academy	To introduce basic Microsoft Excel skills through a 4-week program To cultivate a lifelong learning attitude as well as improve their computer literacy
30 Apr	RCSS Flag Day	To encourage the spirit of volunteerism and offer an opportunity for the families to give back to the society To allow families to network with each other and impart the value of kindness to their children
20 Jun	Treasures of the World	A chance for the families to explore the highly anticipated exhibition by the British museum and provide an educational family bonding experience held at the National Museum
25 Nov	Jubilee Walk	To educate the families about the heritage of Singapore's known monuments To provide an enriching activity for the whole family



Little volunteers giving back to the community!



## KIDSREAD

PowerWord Kidz is a reading program held in collaboration with the National Library Board on alternate Saturdays from 10am to 12 noon. This programme reaches out to children between the ages of 4 to 8 from families with a gross monthly income not exceeding \$6,000.

It aims to instill in children the love for and habit of reading with hopes of building a life-long reading habit. This programme also seeks to develop their imagination, vocabulary and provide a strong foundation for their education.

We were fortunate to have a team of dedicated and passionate volunteers who have poured out their knowledge and love to our children. This has helped our children grow in their language skills as well as fostered an interest in the English language.



*The graduates of the 4-week Microsoft Excel course by Informatics Academy*



# REACH YOUTH SERVICE

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**Joe Chan**  
*Head  
REACH Youth Service*

In 2016, REACH Youth Service grew and expanded their outreach efforts and variety of programmes and services. The team came together and asked ourselves two very crucial questions -

1. WHY are we doing what we do?
2. WHO are we serving?

For a while, we felt that we are just one of the many youth agencies out there and we desire to do more in areas that are under-served. After much reflection and discussion, we wanted to leave a legacy behind for the many forgotten youths in our society today. With that, we piloted the “Forgotten Youth” campaign, hoping that it will one day become a movement in our world today.

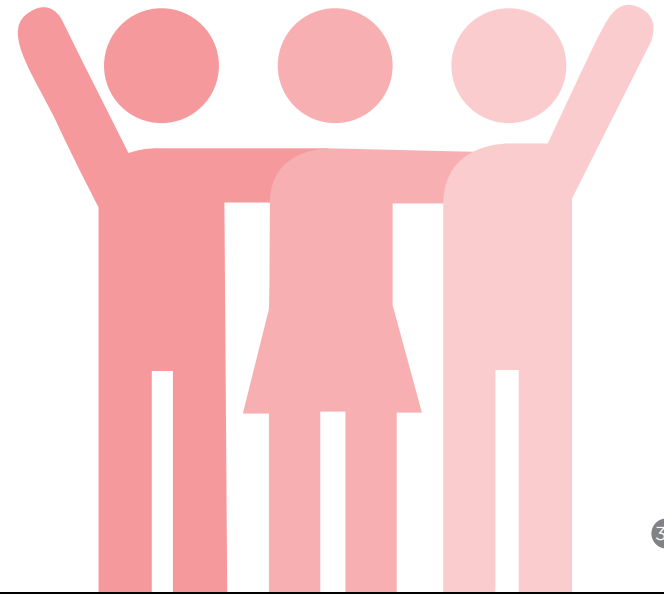
With this focus, we continue to sharpen our programmes and services at Youth Powerhouse @ Bukit Batok to provide innovative and impactful programmes. Besides the regular youth engagement and casework programmes, we applied to be one of the youth agencies to help disburse The Straits Times School Pocket Money Fund to needy families with school-going children in the west.

On the national level, we continue to collaborate with Ministry of Social and Family (MSF) to work with the Voluntary Children’s Homes (VCHs) as one of their ProPALS

partner. Throughout the year, we worked closely with the homes and institutions to support the needs of these children and youths through our various programmes and platforms.

In terms of our signature youth event, we were very blessed to see the support and help coming in from many sources for our own fund raising projects; Haven of Dreams 2016 and Paddle for Life 2016. Through these events, we managed to reach out to many corporate partners, volunteers and the community at large to know more about our cause of working with the Forgotten Youth.

As we step into 2017, many more exciting opportunities await us as we will be going deeper into the realm of youth leadership and development work through our work at Youth Powerhub.



# Community Engagement

## Needs Assessment @ Hong Kah North

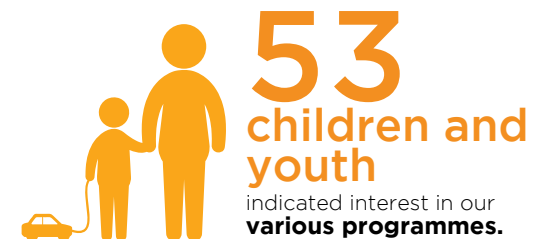
REACH Youth Service believes in knowing the heartbeat of the community it serves. To do so, we reach out to existing residents of Hong Kah North and especially the new residents of the rental Block 412.



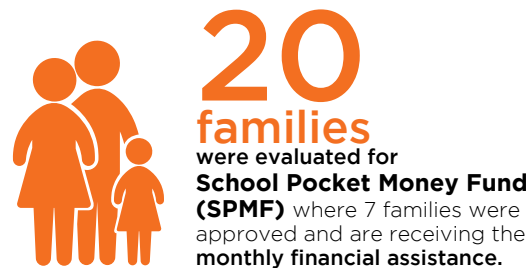
The Outreach Covered



As a result:-



39 residents requested for financial assistance. Of which:-



**STORY:**

Mdm Devi's family is one of such family that benefitted through our community outreach. She is currently receiving SPMF and her two children are enrolled in REACH Youth's dodgeball programme. Mdm Devi shared "I was new here and did not know what help was available. When REACH Community Services came to my house, I learnt of where I could get support for myself and my children". She is grateful that her children "can spend their time meaningfully with good friends" through our dodgeball programme.

## Building Bridges



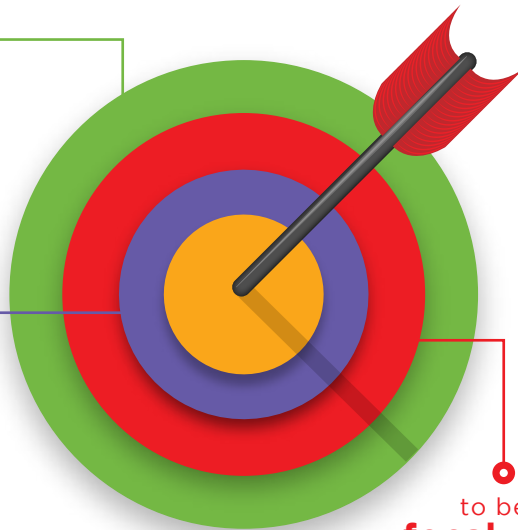
As part of the many helping hands approach, REACH Youth collaborated with three social enterprises, Gobbler5, Nest8 and Society Staples to put out affordable groceries for our clients.

### The aims of Building Bridges are:

to share resources with other social service organisations

to empower beneficiaries in their knowledge of community resources

to be a focal point to gather resources



In line with such aims, we held six talks targeting various population groups such as youth, low income families and seniors.

**15 vendors**  
(including private vendors and social enterprises)  
**how they can help**

These vendors spoke to **26 various organisations**  
(including voluntary welfare organisations and self-help groups)

The building bridges session concluded with a formation of a resource directory through the following website REACH Youth has created. <http://buildingbridges-sg.weebly.com/>

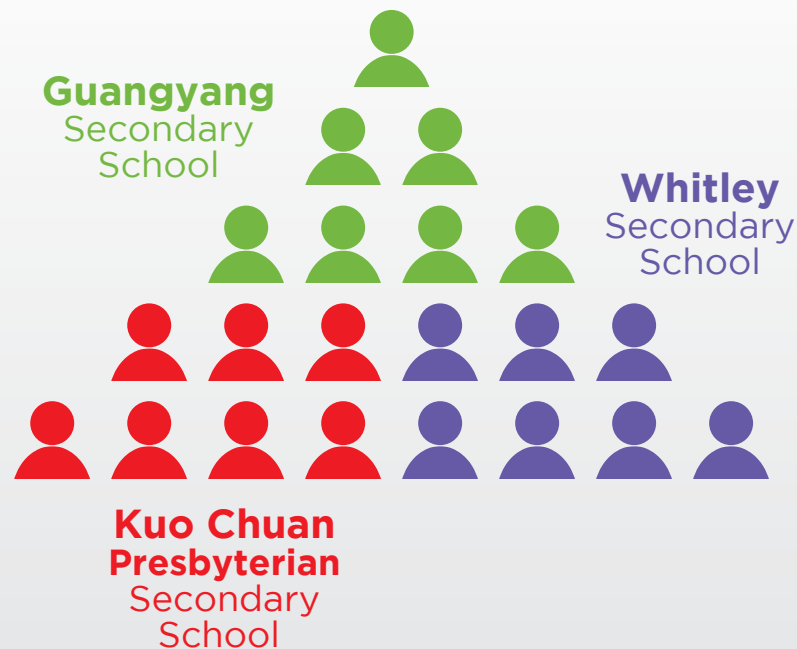
**“Building bridges was a great way to connect with the community in need and offers two way visibility”**

- Vendor who attended the Building Bridges session

## Project Guiding Light

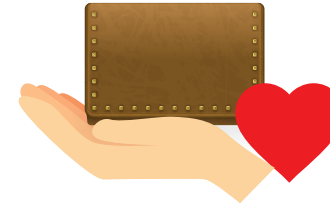
REACH Youth Service continues our partnership with Bishan Neighbourhood Police Centre for Project Guiding Light (PGL) in 2016, which aims to keep students from negative influence and to stay motivated.

**21** from the following  
**students schools participated:**



## LeatherCraft @ REACH

LeatherCraft is an intergenerational project debuted in August 2016 for a group of seniors, youths and staffs who are interested in leathercraft.



At the end of 2016, up to **100 leathercraft** items were made and sold at our **charity events.**

A volunteer trainer conducts weekly group sessions. Participants exchange ideas, conceptualise and produce the leather product.

This project helped the youth and seniors gain a sense of purpose, self-confidence and learn about teamwork and focus.



*LeatherCraft workshop*



*Youths and seniors at work during the workshop*

## REACH Seedling

**10 Youths** from  
**Delta Senior School** and **REACH Youth**  
 came together for a 10-week  
**bouquet and floral table  
 arrangement**

lesson conducted by our  
**volunteer trainers,**  
 Jonathan and Soo Kiang.

Delta Senior School equips persons with special needs through education, training and support services for open employment and life-long learning.

The floral arrangements and packed seeds were distributed to bless the elderly residents in the Bukit Batok neighbourhood.

The group showcased their floral arrangement skills at 'Seasons - ITE Visual Arts Show 2016' from 4 to 6 August 2016.

'It is so pretty and made by us!' exclaimed Angeline from Delta Senior School Student.



Large floral arrangement at ITE.

## Solution-Focused Symposium

REACH Youth Service partnered with the Academy of Solution-Focused Training to organise a symposium focusing on resilience, specifically on helping youth utilize mistakes and failures.



**50** practitioners from  
**23 organisations**  
 participated in the  
 symposium



**97%**

of the participants found these  
 concepts and skills  
 presented **useful and  
 relevant** for their work



**86%**

of the participants agreed that the  
 coverage and depth  
 of the symposium was **adequate**

In a world where mistakes are frowned upon, the guest speaker, Dr Therese Steiner, challenged existing perceptions about mistakes and setbacks. Participants left the symposium embracing mistakes and relapses as part of the resilience-building process.

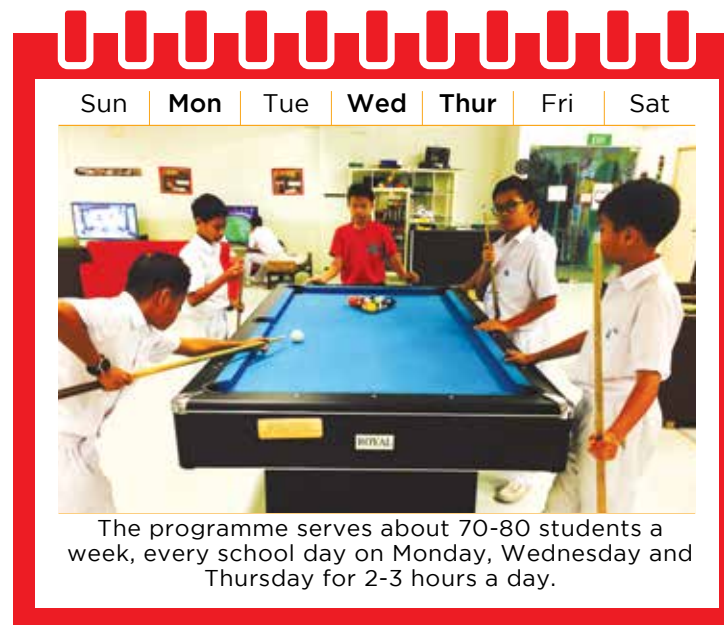
It was a platform to display our resilient youth and their strengths. They were invited to share testimonies, perform songs and even prepare refreshments for the participants.



*Delegates having discussion*

## Swiss Cottage

D'Hangout Centre at Swiss Cottage Secondary School (SCSS) is an after school engagement programme that facilitates the development and leadership competencies of the students involved in the centre.



The programme serves about 70-80 students a week, every school day on Monday, Wednesday and Thursday for 2-3 hours a day.

D'Hangout Centre serves as a drop-in centre for students to engage in activities like pool, air hockey, Wii and card games. Discipline and pro-social behaviour are built upon, as the students learn to share, do their homework and interact in a safe environment after their school hours.

REACH youth workers guide a group of 12-15 students (Centre Crews) to manage and operate the centre and serve as mentors and counsellor figures when needed.

The REACH youth worker present befriends students who visit the centre and refer them for further intervention when deemed necessary.

## School Pocket Money Fund (SPMF)

In May 2016, REACH Youth Service was appointed by the National Council of Social Service (NCSS) as one of the first few youth agencies to disburse the SPMF.

Going beyond financial relief for these underprivileged families, we aim to educate and nurture them through Group Engagement Platforms so that they can gain independence from the help schemes.

No. of SPMF Beneficiaries

Year 2016	Total number
SPMF beneficiaries	22
SPMF beneficiaries who joined our Youth programmes	12

## REACH Empowerment Programme

The programme provides holistic intervention to students from low income families who are failing in their schoolwork.

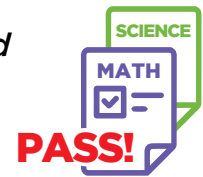
Based on research, these two factors doubles the risk of them getting onto the path of delinquency. Therefore, early intervention through engagement, academic support, mentoring and other financial aid will minimize that risk.

The bursary award is disbursed in two tranches - at the start and end of the year. Youths qualify for the second disbursement as long as their attendance is 70% and above throughout the year. 66 students enrolled in the programme in 2016.



**“** *The volunteers guided and prepared me for my PSLE well, especially for my oral exams, and identified areas that I could improve on.*

*While I used to fare poorly in my math and science, I actually passed them both during my last exams. This is something that I'm very proud and happy of.*



*Through this programme, I learnt perseverance, to not give up easily. I find studying difficult but I know I have mentors at REACH who will guide me well. This programme also gave me opportunities to take part in group activities and outings, for example, to the Singapore Discovery Centre and River Safari. These were fun and allowed me to make more friends during my time spent there. ”*

- Ilyas, youth beneficiary

# Casework and Counselling

## Enhanced Step Up (ESU)

	2016
Cases	73
Sessions	474

With the opening of Youth Powerhouse @ Bukit Batok last year, REACH Youth Service expanded its Enhanced STEP UP (ESU) services to more schools. The youths' attendance in school became more regular and they managed to complete their national exams before they are linked to training courses, which will help them advance their careers.

### STORY:

*Bernice came from an abusive and neglectful family. She had to play the role of an adult at a young age. With such deterring conditions and a failing health, Bernice stopped school and studied from home for N Levels.*

*During this period, Bernice was made known to our Youth Service. With intervention and education on parental responsibilities and challenging parenting misconceptions, Bernice's parents transformed from absent to supportive, involved parents.*

*Even with family issues attended to, due to her prolonged absence, Bernice struggled to adapt to school life but managed to complete her N Levels with 14 points.*

*The social worker explored the various educational pathways to achieve Bernice's dreams. Ultimately, Bernice enrolled in an Institute of Technical Education (ITE) to pursue her dream in tourism.*

## Streetwise Programme (SWP)

2016 marks the 6<sup>th</sup> year that REACH Youth Service is managing the Streetwise Programme.

	2016
Referrals	24
Sessions	335

New activities inspired by art therapy were introduced into the group sessions.

During these sessions, the boys in the programme had the opportunity to use drawings to express their feelings. This helped them uncover some emotional issues that may not have surfaced during the counselling sessions and allowed for timely intervention.

### STORY:

*Paul was referred for SWP because of his gang affiliations. He participated in various illegal activities, which ended when the law caught up with him.*

*Another major turning point during that period for Paul was the passing of his father. He reflected on what is truly important in life. Paul became aware of the influence he had over people due to his friendly personality and eloquence through the counselling sessions.*

*He decided to impact lives positively by encouraging his peers to be involved in pro-social activities and behaviors.*

*At the same time, he worked hard for his 'N' Levels so that he can enrol into a Polytechnic. Through family counselling sessions, his relationship with his mother was strengthened as they communicate and share more with each other.*

## Youth Enhanced Supervision Scheme (YES)

YES is a mandated counselling programme for first time drug offenders aged below 21 years old.



YES group session

	2016
Referrals	55
Sessions	482

Our vibrant group work sessions allowed participants

- to communicate with people from different communities
- hear from and be inspired by ex-offenders who turned over a new leaf

Our main focus is to strengthen the youths' immediate and extended environment as we strongly believe that a healthy environment plays a vital role in influencing a person's behaviour.

### STORY:

*Zul was caught for the consumption of Ice and was referred by Central Narcotics Board (CNB) to us when he was 18 years old.*

*He had previous records of petty thefts and was involved in multiple disciplinary issues in school. He repeated his Secondary 2 twice. He mixed with the wrong group of friends and started experimenting with drugs.*

*Going through counselling and intervention of the Youth Enhanced Supervision (YES) programme, Zul reflected on the achievable goals that he wanted in life and decided to take ownership and be more accountable for his own life with the full support of his mother, girlfriend and the REACH Youth caseworker.*

*He focused his energy on doing well his 'N' Levels. He also decided to stay home often and spend more time in guiding his younger sister in her studies as he knew that she sees him as her role model.*

*A changed Zul is now enrolled in the course of his choice in ITE and wants to be able to take care of his family and live a good life.*

## REACH Youth Counselling (RYC)

REACH Youth Service has provided youth counselling with the aim of mending broken relationships and communication.

	2016
Referrals	52
Sessions	162

### STORY:

*Steven's parents sought help with us because he was not performing in school and was verbally aggressive towards them at home. Like every 15 year old, he attended his first counselling session reluctantly.*

*Through the session, the counsellor found out that Steven is quite an accomplished artist. The first session ended on a high note with the counsellor affirming his artistic talents.*

*Subsequently, Steven willingly attended the sessions opened up about issues that had been bothering him. He revealed his parents were going through a divorce and his mother had been scolding him frequently since he was in primary school. He felt unappreciated and thought that he could be the cause of his parents' relationship problem.*

*The counsellor followed up with family sessions which helped Steven's parents realise they had unknowingly hurt him for a long time.*

*The counselling sessions ended successfully with Steven's parents becoming more mindful of their actions and putting aside time to do leisure activities together. Steven's mother also shared that he seems more relaxed and happy now.*

## Heroes 2016

Heroes is a REACH Youth programme aimed at reintegrating and supporting youths who are about to be discharged from an institutional setting.

In 2016, REACH Youth caseworkers continued to follow up with the nine boys from the Singapore Boys' Hostel who were part of Heroes in 2015. Unfortunately, one of them breached his probation in the early part of the year. Caseworkers focused on individual issues and conducted home visits in preparation for their discharge. The youths were encouraged to participate in the various sports or interest groups programmes that REACH Youth Service offers.

Overall, there were no re-offences in the first six months of the post discharge period and most were engaged in school or work. One of the boys even wanted to return and help out in REACH Youth's programmes. REACH Youth caseworkers journeyed with these boys and their families until October 2016, when most of them have smoothly reintegrated into their school and family.

# REACH Youth Interest Groups

## REACH Dance



*The contemporary dance crew during practice*



Our objective is to:-

- Develop and build the youth's self-esteem and confidence through the artistic expression in dance
- Impart values like discipline and perseverance through the mastery of various dance routines and movements



## REACH Rock Steady



*Group performance for guests from MSF*

This programme provides opportunities for youths to develop musical and performing skills through mentoring and coaching for those that cannot afford formal music lessons.

In this programme, youths learn to:-

- Better express and manage their emotions in a safe and fun environment
- Work on their goals and dreams with encouragement from peers and mentors
- Unwind from the worries of life as they bond over their shared passion for music

**“How has the music programme helped you?”**

**“This programme helps me be myself and release stress. Learning guitar and singing has also helped me to be more confident and open when interacting with other people.”**

- Edward, participant

Instrument Group	No. of participants	Skills taught	Performances & Events
Guitar	10 youths	Strumming, plucking, song dynamics, music theory.	'A Haven of Dreams' Fundraiser Shine Festival REACH Charity Golf Dinner Solution-Focused Symposium
Vocals	20 youths	Vocal techniques, vocal warm-ups, development of range, style and voice projection.	REACH FSC Official Re-Opening Hong Kah North CC Christmas Party REACH Rock Steady Open House (June & December)

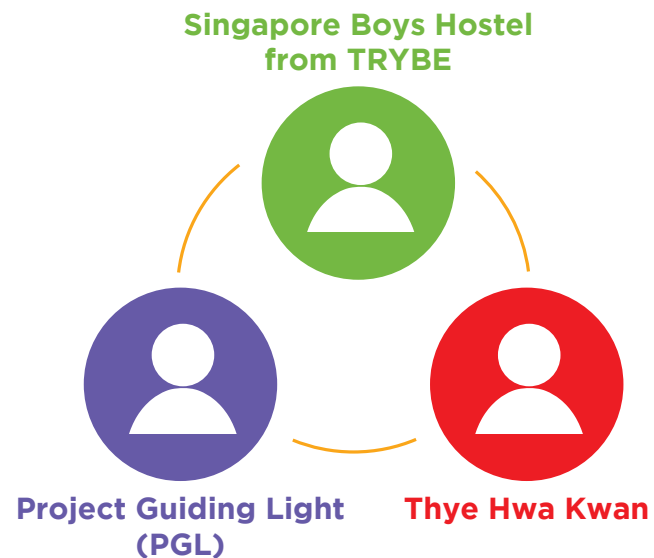
## Bakerholics



Mandarin Hotel Chef teaching rolling methods

Bakerholics equip youths with culinary skills and provides a platform to impart life skills such as effective communication, teamwork, relationship management, and setting life goals.

### Partners that we have worked with:-



The delicious food Bakerholics prepared were used in events like:-

- REACH Youth Music Open House
- Solution-focused Symposium

Every Tuesday

8-16 youths

10-18 years old

### Quotes:

*I enjoy coming to bakerholics every Tuesday because I love baking desserts and I get to meet nice and friendly staff, interns and friends*

- Jahizah, Participant

# REACH Sports Engagement Programmes





## REACH Arena



*Youths working out together*

REACH Arena seeks to promote fitness as a healthy lifestyle activity among the community youths.

Optimum Nutrition is the official Gym sponsor of REACH Arena Gym. Our athletes can now maximise their potential with the sponsored 100% whey protein.

<p>Every <b>Tuesday</b></p> <p> Youth Powerhouse @ Bukit Batok</p> <p> Hong Kah North community</p> <p><b>20 youths</b></p>	<p>Every <b>Thursday</b></p> <p> Innervate CrossFit @ Boon Keng</p> <p> REACH Youth Service Beneficiaries</p> <p><b>20 youths</b></p>
---	---

## REACH Dodgeball



*Zul actively participating in the session*

REACH Dodgeball seeks to introduce this sport to the community youths through consistent training and opportunities to participate in tournaments, the youth beneficiaries gain physical fitness, tenacity, confidence and strength to rise from adversity.

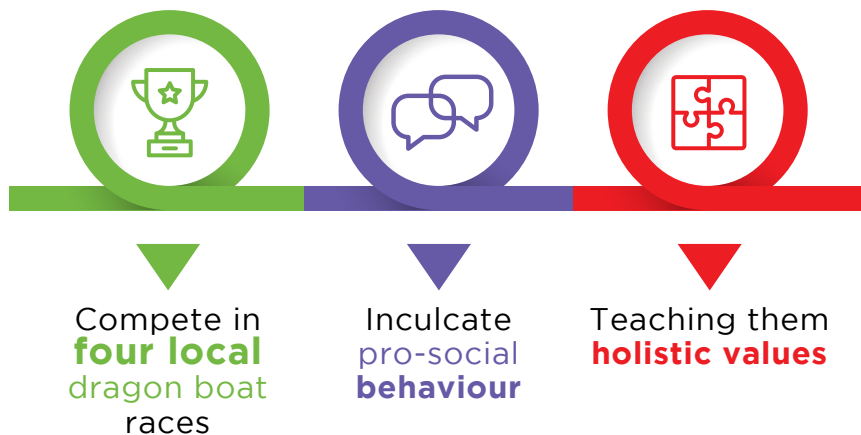
Each session, 15-20 participants train at the basketball court outside Youth Powerhouse @ Bukit Batok. The programme happens on Tuesdays, four to six pm.

The team participated in two tournaments in 2016:

<b>REACH Youth Dodgeball competition</b>	2nd runner up
<b>Macpherson T-Net Sports Carnival</b>	Participant

## REACH Dragons and REACH Water Dragons (SportCares)

Our dragonboat programme trains the **participants with the aim to:**



Dragon Boat Events	Category	Position
SDBF	DB 12 PA GRO Mixed	1st
	DB 12 PA GRO Men	2nd
PA Paddle Fest	GRO DB 12 Mixed	1st
	GRO DB 12 Open	3rd
SRR	DB 12 PA GRO Men	2nd
Dragon Battle	Feather Weight Title	Champion
Sava Sprints International	DB 22 Open	2nd

Trainings for REACH Dragons + Water Dragons
2 days per week (Friday and Saturday)
50 weeks of training at Kallang River
50 weeks of land-training at Youth Powerhouse @ Bukit Batok
Total Participants for REACH Dragons + Water Dragons
60 participants per week

In 2016, we had the privilege to work with youths from:

Singapore Boy's  
Hostel

Dayspring Residential  
Treatment Centre

Mary Mount  
Centre



*Beginner and Intermediate Team at PA Paddlefest 2016*

## Special Project (MSF Family Bonding)



In 2016,  
**REACH Dragons**  
collaborated with **MSF**  
for **8 Family Dragon**  
Boating sessions.

The intention was for the families to have fun together while picking up a new sport.

On top of learning how to dragon boat, the families took part in family bonding activities that opened up communication within the family.

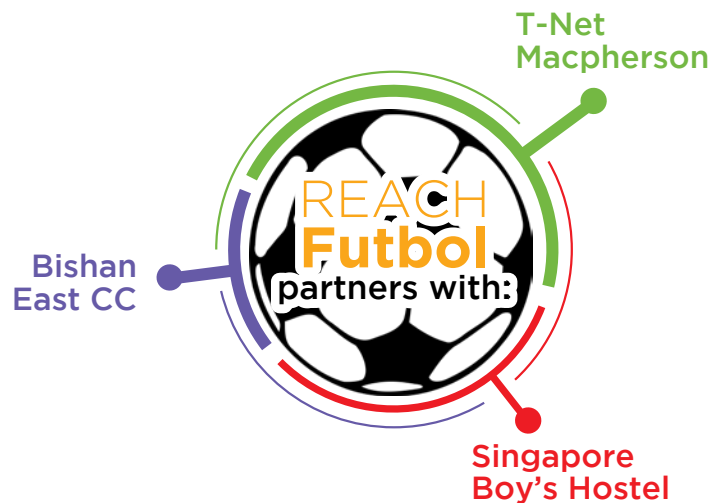
The sessions gave our beneficiaries a chance to contribute their skills as they act as trainers and coxswains while the staff - Joe, Yuxiang, Yong Liang and Nicholas facilitated the sessions.



*Collaboration with MSF for Family Dragon Boating Sessions*

## REACH FUTBOL

REACH Futbol (previously known as REACH United) is a football programme that allows youths to participate in football training and competitions while learning life skills.



### STORY:

*Haziq, 18, a beneficiary of REACH Youth Service, joined REACH Futbol in 2014. Over the years, through mentoring, he rose up to become a team leader.*

*Haziq says, "In REACH Futbol, I learnt perseverance and patience. That is the right attitude to have on and off the pitch, regardless whether we win or lose."*

*Haziq's father had passed away, leaving him and his two older siblings under the care of their mother. The family struggled financially with the sole breadwinner gone. They were also in debt and had to shift from place to place living in rental flats.*

*At times, he felt like giving up. But, he applied the attitude learnt through REACH Futbol and worked part time and extra jobs during school holidays to help support the family.*

*He aspires to provide for his own family, giving them a stable and comfortable nest by working hard and securing a decent qualification in school.*



Under 17 Champions



Haziq from REACH Futbol

# Powerhub

## Youth Powerhub @ Tanglin

In September 2016, REACH Youth Service moved into a facility at Tanglin.

The set up is in collaboration with the youth and young adults at Grace Assembly of God to reach out to the community at Bukit Merah.

Its aims are to:

1. Engage youths who want to achieve leadership skills.
2. Provide an opportunity for youths from all walks of lives to give back
3. Raise youth leaders who care about the community and the youths-at-risk in Singapore



Group session with youths

The theme of Youth Powerhub @ Tanglin is Superheroes. A quote on the wall by Spiderman says, “With great power comes great responsibility”. This aligns with our hopes for the youths we engage, to use their influence – however great or small – to make the lives of others a little brighter.

### REACH Youth Powerhub Projects in 2016

1. Sports Camp 2016 – Camp Concordia
2. SHINE Festival 2016
3. Crescent Girls’ School VIA Project
4. Pilot run for Lead-A-Ship

### Trainings conducted for Youth Leaders

3 runs of trainings in 2016

4 sessions each run covers:

- Programme Facilitation
- Programme Planning using Logic Model
- Casework Skills
- Basic Counselling Skills

### Youth Leaders trained in 2016

32 leaders

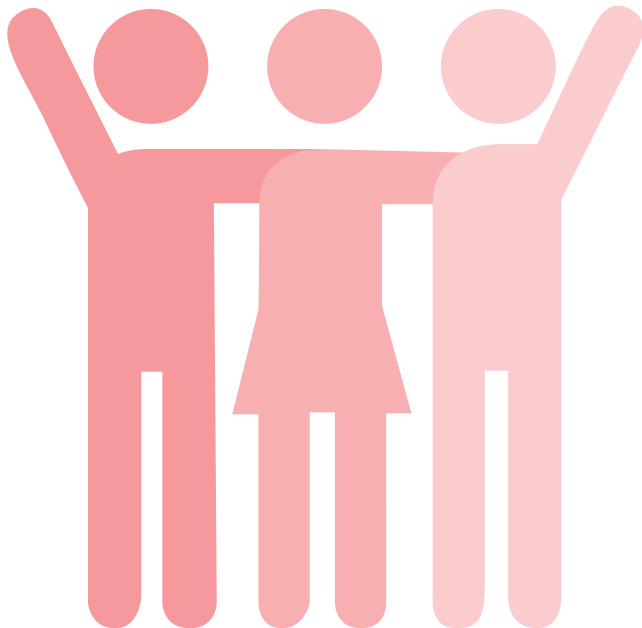
## Crescent Girls' School Values-in-action(VIA) Project 'Fun-Tastic Interactive Tea Session'

In July, Youth Powerhub collaborated with Crescent Girls' School to design their VIA project to serve the children living in Telok Blangah and Lengkok Bahru. The service was aimed at serving the kids living around Telok Blangah and Lengkok Bahru.

Date	Attendance	Venue and food sponsor
21 and 28 July 2016	20 children	Al Borgo's Express

For both sessions, the girls from Crescent Girls' School prepared games, performances, and group activities for the two-hour session.

The CGS girls went door-to-door knocking to invite the children and prepared games, performance and group activities.



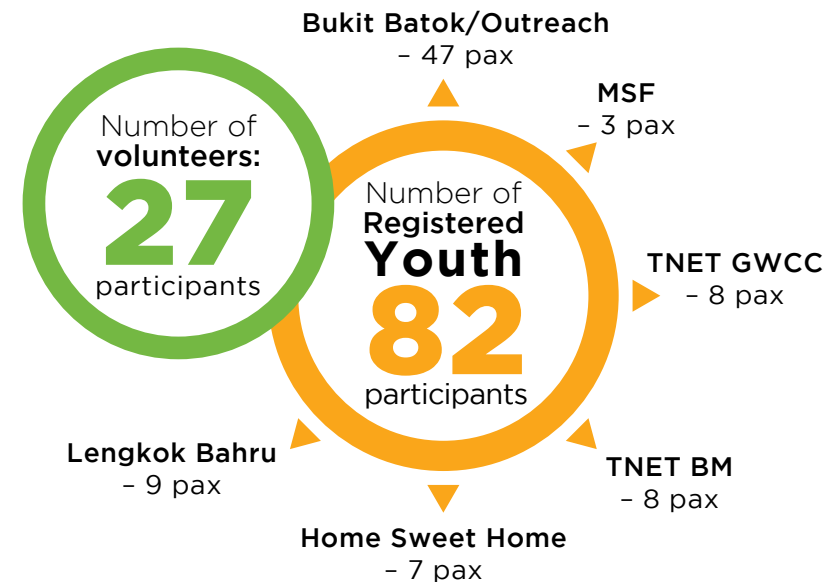
## Sports Camp 2016 (Camp Concordia)



Camp Concordia was put together by our youth leaders to engage youths during the June Holidays.

The camp is made possible because of the following partners and sponsors:

1. Lee Foundation
2. Geylang West T-Net
3. Home United Youth Football Academy, and Innervate Crossfit



## Lead-A-Ship

Lead-A-Ship is a leadership training programme catered for previously at-risk youth who had gone through rehabilitation and restorative programmes and are ready to serve the community.

### The month-long programme consists of:



The youth applied their skills as they spoke in front of a crowd, plan, facilitate and prepare for the Christmas Party for a Voluntary Children's Home on 22 December 2016.

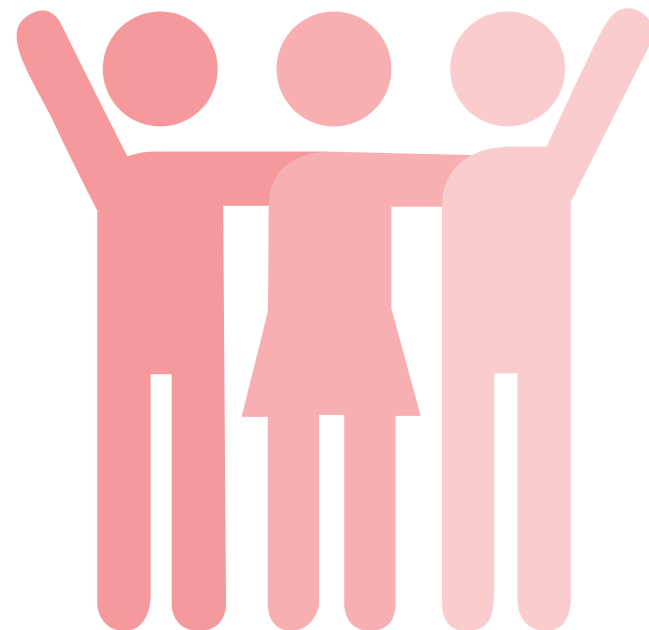
A reflection from one of the trainers Grayce shared:

***I interacted with one of the youths named Samuel (not his real name) who shared. He was disinterested initially but became more open and inclined to learn and he benefited greatly from the session.***

***He mentioned that learning to speak in front of a crowd, communicating effectively and making decisions allowed him to be more confident when delegating and when working in a group setting.***

***For Samuel, being able to lead a game was a major accomplishment because he used to feel he wasn't good enough to be a leader for people to listen to him.***

***Through the programme, Samuel gained better self-confidence, self-esteem and self-efficacy.***



# REACH SENIOR SERVICE



**Rajagopal M Joseph**  
**Acting Head**  
**REACH Senior Service**

REACH Senior Centre was officially opened by Senior Minister of State and Member of Parliament, Ms Indranee Rajah on 19 Feb 2016. This marked the beginning of REACH Senior Service which took over the centre located at Blk 26B Jalan Membina from a previous operator in March 2015. The centre underwent a renovation, which was completed in September 2015. I am pleased to report that the senior work has grown since then; with about 120 regular senior participants involved in one or some of our 26 structured programmes. The senior service is also offered at Bukit Batok region in addition to Jalan Membina.

The aim of REACH Senior Service is to engage the seniors to live active and fulfilling lives. Our programmes seek to achieve this through activities in the areas of :

- Community Outreach
- Health and Wellness
- Skills and Crafts
- Events and Outings

The programmes are designed to meet the physical, emotional, cognitive and social needs of the seniors whose age, range from 50 to 90 years old.

In Community Outreach, REACH Senior Service partnered with Ministry of Health (MOH) and Hong Kah North Resident Committee to introduce the Hong Kah North Community Befriending project. The project aims to befriend the lonely and vulnerable seniors and encourage them to join the senior activities and social network offered in the community. It also promotes senior volunteerism by growing the pool of senior volunteers in this outreach work. REACH Senior Service collaborated with Agency for Integrated Care (AIC) on another community initiative where REACH Youth Powerhouse is designated as a “Dementia Safe Centre” to serve the seniors with dementia problem in that area.

For Health and Wellness, physical wellbeing of the seniors is developed through daily morning exercises, swimming classes and massage therapy. Board games are organized to help keep the minds of the seniors engaged in a recreational way. Regular health and self-care talks, health screenings conducted by our partners, National Kidney Foundation, Health Promotion Board and Tsao Foundation provide useful tips and reminders to lead an active and healthy ageing lifestyle.

Through Skills and Crafts, our activities encourage life-long learning where we saw seniors enroll for lessons to learn skills like English, computer literacy, line dancing and singing. The craft activities like leathercraft, beads work and art painting also saw some seniors’ talent coming to the fore.

We were heartened to have onboard corporate partners who sponsored outings and events to liven the seniors’ day with sightseeing or activities and wonderful interactions with the corporate sponsor’s staff. The highlight of these events was the invitation to Istana for a Chinese New Year Lo-Hei lunch reception with the President of Singapore.

In the past year, REACH Senior Service has the privilege to serve about 400 seniors in Jalan Membina and Bukit Batok and we hope to reach out to more seniors through our regular outreach work. We are delighted to receive positive feedback and witnessed several testimonies of how their lives have improved from the services offered. We are spurred on by such encouragement to make a difference in helping them lead engaging and fulfilling lives.

**“ How far you go in life depends on your being tender with the young, compassionate with the aged, sympathetic with the striving and tolerant of the weak and strong. Because someday in life you will have been all of these. ”**

*George Washington Carver*

## Official Opening of Senior Centre @ Jalan Membina



REACH Senior Centre at Jalan Membina was officially opened on 19 Feb 2016 by MP Ms Indranee Rajah, Senior Minister of State for Law and Finance.

The wide array of activities held during the official opening included:

- Rummy-o tournament
- Karaoke Tournament
- CNY Celebration with Ms Indranee Rajah

## Health and Wellness

### Health screening and talks



## Daily Morning Exercise

No one is ever too old to exercise! Our daily exercise programme sees many seniors who wish to keep fit. Our volunteer trainers and health coaches from Health Promotion Board conducted different types of exercises. Seniors go through pre- and post-assessments before enrolling for our exercise programme. After joining the programme, many seniors saw improvement in their assessment results, overall strength and mobility. Seniors on wheelchairs were willing to try out the exercises to improve their mobility.



## Swimming



## Counselling



## Massage



Massage therapy was started in October 2016 by three certified massage therapist volunteers. Each week, 12 seniors receive massage therapy. Massage is an effective treatment for reducing stress, pain and muscle tension. Gradually, seniors saw improvement in their mobility and movements.

One senior thanked the therapist for providing her with some level of comfort and relief from the pain she was experiencing in her body. Initially, she had difficulty sleeping but after the first session, she was able to get some sleep.

# Skills and Crafts

English lessons  
Singing and line dancing lessons



## Crafts



# Events and Outings

## President's Lo Hei lunch at Istana



*President's Lo Hei lunch at Istana*

On 15 February 2016, 40 seniors were invited to a Lo Hei lunch reception with President Tony Tan at Istana in celebration of Chinese New Year. The event was featured in The Straits Times. The seniors invited felt very honoured to be invited to this once-in-a-lifetime experience to dine with the President of Singapore. It was a memorable visit to the Istana.

Event	Date	Number of Seniors	Activity
Cargill S.E.A Aquarium visit	14 Jun 2016	92	- Visit to S.E.A Aquarium - Dinner at Happy Joy Restaurant
Mid-Autumn Festival - lantern display at Marina Bay	9 Sep 2016	45	- Visit to Cloud Forest and Flower Dome - Admire the display of lanterns decorated by the seniors

Event	Date	Number of Seniors	Activity
Mid-Autumn Lunch sponsored by Hotel Grand Pacific	6 Oct 2016	98	- Staff of Hotel Grand Pacific organised games and lucky draw for seniors
Duck Tours with Grace AG volunteers	13 Oct 2016	58	- Went on a Duck Tour - Dinner at A-One Claypot Restaurant
Year-end party by Jalan Membina Court Residents' Committee	10 Dec 2016	9	- Invented recipes for a rojak-making competition



# Community Outreach

## Community Befriending and Senior Outreach



Bukit Batok - The Community Befriending Program, funded by C3A, started in June 2016 and we get referrals from various agencies like the Pioneer Generation Office, Residents Committee and other VWOs in the community. In addition, our monthly block outreach has identified many more units with seniors who are vulnerable to social isolation.

Once identified, our befrienders will be assigned to make weekly visits to engage the seniors and hopefully to encourage them to be more active in the community. For those who have mobility issues, the objective will be to become their "community" by engaging them in their homes. If they cannot come to the activity, we bring the activity to them. To ensure that our befrienders are equipped with the necessary skills, trainings are provided throughout the year.

# REACH FINANCIAL REPORT

**Nexia TS**  
Listening, Thinking, Growing, Asia.

Associated with  
 Smith &  
Williamson

**REACH Community Services Society**  
(Registered under the Charities Act, Chapter 37)  
(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 2016**

**REACH Community Services Society**

**Annual Report**  
*For the financial year ended 31 December 2016*

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**REACH COMMUNITY SERVICES SOCIETY**

**STATEMENT BY THE MANAGEMENT COMMITTEE**

*For the financial year ended 31 December 2016*

We, **Sia Siew Kien** and **Chan Hock Hui** on behalf of the Management Committee, do state that in our opinion, the financial statements set out on pages 6 to 22 are drawn up so as to give a true and fair view of the financial position of REACH Community Services Society (the "Society") as at 31 December 2016 and of the performance of the financial activities, 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



Sia Siew Kien  
President



Chan Hock Hui  
Honorary Treasurer

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

**Report on the Audit of the Financial Statements**

**Opinion**

We have audited the accompanying financial statements of REACH Community Services Society (the "Society"), which comprise the balance sheet as at 31 December 2016, and the statement of financial activities and statement of cash flows for the financial year then ended, and notes to the financial statements, including a summary of significant accounting policies, as set out on pages 6 to 22.

In our opinion, the accompanying financial statements are properly drawn up in accordance with the provisions of the Charities Act, Chapter 37 (the Charities Act), Societies Act, Chapter 311 (the "Societies Act") and Charities Accounting Standards in Singapore ("CAS") so as to give a true and fair view of the financial position of Reach Community Services Society as at 31 December 2016 and of the performance of financial activities and cash flows of the Society for the financial year ended on that date.

**Basis for Opinion**

We conducted our audit in accordance with Singapore Standards on Auditing ("SSAs"). Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report.

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

**Independence**

We are independent of Reach Community Services Society in accordance with the Accounting and Corporate Regulatory Authority ("ACRA") Code of Professional Conduct and Ethics for Public Accountants and Accounting Entities ("ACRA Code") together with the ethical requirements that are relevant to our audit of the financial statements in Singapore, and we have fulfilled our other ethical responsibilities in accordance with these requirements and the ACRA Code.

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

**Other Information**

Management is responsible for the other information. The other information refers to the other sections included in the annual report but does not include the financial statements and our auditor's report thereon, which are expected to be made available to us after that date of this report.

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

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

When we read the remaining sections of the annual report, if we conclude that there is a material misstatement therein, we are required to communicate the matter to those charged with governance and take appropriate actions in accordance with SSAs.

**Responsibilities of Management Committee for the Financial Statements**

The Management Committee is responsible for the preparation of financial statements that give a true and fair view in accordance with the provisions of the Charities Act, the Societies Act and the CAS, 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 financial statements and to maintain accountability of assets.

In preparing the financial statements, the Management Committee is responsible for assessing the Society's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Management Committee either intends to liquidate the Society or to cease operations, or has no realistic alternative but to do so.

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

**Auditor's Responsibilities for the Audit of the Financial Statements**

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

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

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

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

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

**Report on Other Legal and Regulatory Requirements**

In our opinion, the accounting and other records required by regulations enacted under the Charities Act and the Societies Act to be kept by the Society have been properly kept in accordance with the provision of the respective Acts.

During the course of our audit, nothing came to our attention that caused us to believe that:

- a) the funds have not been used in accordance with the objectives of the Society as an institution of a public character; and
- b) the Society did not comply with the requirements of Regulation 15 (fund-raising expenses) in the Charities (Institution of a Public Character) Regulations.

*Nexia Ts*

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

Singapore  
 15 April 2017

**REACH COMMUNITY SERVICES SOCIETY**

**BALANCE SHEET**  
 As at 31 December 2016

	Note	2016 S\$	2015 S\$
<b>ASSETS</b>			
<b>Non-current assets</b>			
Property, plant and equipment	3	948,900	723,837
<b>Current assets</b>			
Cash and bank balances	4	5,806,423	5,628,391
Other receivables	5	759,515	210,985
		<u>6,565,938</u>	<u>5,839,376</u>
<b>Total Assets</b>		<u>7,514,838</u>	<u>6,563,213</u>
<b>Current liabilities</b>			
Other payables	6	526,350	575,245
<b>Net current assets</b>		<u>6,039,588</u>	<u>5,264,131</u>
<b>Net assets</b>		<u>6,988,488</u>	<u>5,987,968</u>
<b>Funds of the Society</b>			
Total unrestricted funds	11	3,969,980	3,399,383
Total restricted funds	11	3,018,508	2,588,585
<b>Total Society's funds</b>		<u>6,988,488</u>	<u>5,987,968</u>

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

## REACH COMMUNITY SERVICES SOCIETY

## STATEMENT OF FINANCIAL ACTIVITIES

For the financial year ended 31 December 2016

Note	Unrestricted funds			Total Restricted funds S\$	2016 Total funds S\$	2015 Total funds S\$
	General fund S\$	Designated Renovation fund S\$	Total Unrestricted funds S\$			
<b>Income from generated funds</b>						
Donation – Tax deductible	1,374,122	-	1,374,122	300	1,374,422	1,159,970
Donation – Non-Tax deductible	189,591	-	189,591	42	189,633	77,827
President Challenge Donation – Non-Tax deductible	145,000	-	145,000	-	145,000	170,000
Donation in kind	200	-	200	-	200	630
Voluntary income	1,708,913	-	1,708,913	342	1,709,255	1,408,427
Fixed deposit interest income	77,859	-	77,859	-	77,859	53,500
Investment income	77,859	-	77,859	342	77,859	53,500
<b>Income from charitable activities</b>						
Programme revenue	152,230	-	152,230	15,597	167,827	144,968
Funding from MSF	90,499	-	90,499	2,151,310	2,241,809	1,970,098
Funding from NCSS	38,777	-	38,777	17,130	55,907	55,796
Funding from Tote Board	240,000	-	240,000	335,689	575,689	515,900
Funding from Com Chest	-	-	-	74,398	74,398	113,721
Care & Share matching grant	430,774	-	430,774	-	430,774	756,787
Funding from Other organisations	40,762	-	40,762	6,800	47,562	5,500
Government Subvention	840,812	-	840,812	2,585,327	3,426,139	3,417,802
<b>Other income</b>						
	164,813	-	164,813	62,664	227,477	108,128
<b>Total income</b>	<b>2,944,627</b>	<b>-</b>	<b>2,944,627</b>	<b>2,663,930</b>	<b>5,608,557</b>	<b>5,132,825</b>

## REACH COMMUNITY SERVICES SOCIETY

## STATEMENT OF FINANCIAL ACTIVITIES

For the financial year ended 31 December 2016

	Note	Unrestricted Funds			Total Restricted funds \$	2016 Total funds \$	2015 Total funds \$
		General fund \$	Designated Renovation fund \$	Total Unrestricted fund \$			
<b>Expenditures:</b>							
<b>Fundraising costs</b>		(120,843)	-	(120,843)	-	(120,843)	(81,316)
Employee compensation	7	(1,804,270)	-	(1,804,270)	(1,587,741)	(3,392,011)	(2,881,730)
Other staff related costs		(63,874)	-	(63,874)	(76,801)	(140,675)	(76,958)
Overheads		(142,866)	-	(142,866)	(128,331)	(271,197)	(223,717)
Programme expenses		(232,079)	-	(232,079)	(67,318)	(299,397)	(374,789)
Depreciation of property, plant and equipment	3	(221,165)	(50,000)	(271,165)	(100,572)	(371,737)	(255,587)
Allocation of corporate support costs		356,337	-	356,337	(356,337)	-	-
Loss on disposal of property, plant and equipment		-	-	-	-	-	(12,038)
<b>Expenses from Charitable activities</b>		(2,107,917)	(50,000)	(2,157,917)	(2,317,100)	(4,475,017)	(3,824,819)
Audit costs		(6,500)	-	(6,500)	-	(6,500)	(9,250)
AGM and related costs		(5,677)	-	(5,677)	-	(5,677)	(5,333)
<b>Governance cost</b>		(12,177)	-	(12,177)	-	(12,177)	(14,583)
<b>Total expenditure</b>		(2,240,937)	(50,000)	(2,290,937)	(2,317,100)	(4,608,037)	(3,920,718)
<b>Net income / (expenditure)</b>		<b>703,690</b>	<b>(50,000)</b>	<b>653,690</b>	<b>346,830</b>	<b>1,000,520</b>	<b>1,212,107</b>
Gross transfers between funds	11	(83,093)	-	(83,093)	83,093	-	-
<b>Reconciliation of funds</b>							
Total funds brought forward	11	3,303,550	95,833	3,399,383	2,588,585	5,987,968	4,775,861
<b>Total funds carried forward</b>	11	<b>3,924,147</b>	<b>45,833</b>	<b>3,969,980</b>	<b>3,018,508</b>	<b>6,988,488</b>	<b>5,987,968</b>

## REACH COMMUNITY SERVICES SOCIETY

## STATEMENT OF FINANCIAL ACTIVITIES

For the financial year ended 31 December 2016

## Breakdown of Restricted funds

	Restricted funds					Total restricted funds S\$
	FSC fund S\$	HOPE fund S\$	ESU fund S\$	SWP fund S\$	YES fund S\$	
<b>Income from generated funds</b>						
Donation – Tax Deductible	-	-	300	-	-	300
Donation – Non Tax Deductible	42	-	-	-	-	42
Voluntary Income	42	-	300	-	-	342
<b>Income from charitable activities</b>						
Programme revenue	15,597	-	-	-	-	15,597
Funding from MSF/Ministries	1,643,882	296,714	72,135	51,386	87,193	2,151,310
Funding from NCSS	17,130	-	-	-	-	17,130
Funding from Tote Board	335,689	-	-	-	-	335,689
Funding from Com Chest	67,138	-	7,260	-	-	74,398
Funding from Other Organisation	6,800	-	-	-	-	6,800
Government subvention	2,070,639	296,714	79,395	51,386	87,193	2,585,327
<b>Other income</b>	60,530	2,134	-	-	-	62,664
<b>Total income</b>	<b>2,146,808</b>	<b>298,848</b>	<b>79,695</b>	<b>51,386</b>	<b>87,193</b>	<b>2,663,930</b>

## REACH COMMUNITY SERVICES SOCIETY

## STATEMENT OF FINANCIAL ACTIVITIES

For the financial year ended 31 December 2016

	Restricted Funds					Total Restricted funds
	<u>FSC fund</u>	<u>HOPE fund</u>	<u>ESU fund</u>	<u>SWP fund</u>	<u>YES fund</u>	
<b>Expenditures:</b>						
<b>Fundraising costs</b>						
Employee compensation	(1,053,198)	(283,176)	(75,784)	(57,108)	(118,475)	(1,587,741)
Other staff related costs	(60,928)	(15,873)	-	-	-	(76,801)
Overheads	(127,241)	(1,090)	-	-	-	(128,331)
Programme expenses	(54,906)	(1,269)	(1,409)	(7,986)	(1,748)	(67,318)
Depreciation of property, plant and equipment	(100,572)	-	-	-	-	(100,572)
Allocation of corporate support costs	(296,948)	(59,389)	-	-	-	(356,337)
<b>Expenses from charitable activities</b>	<b>(1,693,793)</b>	<b>(360,797)</b>	<b>(77,193)</b>	<b>(65,094)</b>	<b>(120,223)</b>	<b>(2,317,100)</b>
<b>Total expenditure</b>	<b>(1,693,793)</b>	<b>(360,797)</b>	<b>(77,193)</b>	<b>(65,094)</b>	<b>(120,223)</b>	<b>(2,317,100)</b>
<b>Net income / (expenditure)</b>	<b>453,015</b>	<b>(61,949)</b>	<b>2,502</b>	<b>(13,708)</b>	<b>(33,030)</b>	<b>346,830</b>
Gross transfers between funds	-	36,355	-	13,708	33,030	83,093
<b>Reconciliation of funds</b>						
Total funds brought forward	2,562,991	25,594	-	-	-	2,588,585
<b>Total funds carried forward</b>	<b>3,016,006</b>	<b>-</b>	<b>2,502</b>	<b>-</b>	<b>-</b>	<b>3,018,508</b>

**REACH COMMUNITY SERVICES SOCIETY**  
**STATEMENT OF FINANCIAL ACTIVITIES**  
*For the financial year ended 31 December 2016*

**Legend:**

- i) Donation awarded under President Challenge is recorded in the following financial year. Example: President Challenge 2014 is received and reported in 2015.
- ii) MSF : Ministry of Social and Family Development  
 iii) NCSS : Management Committee of Social Service  
 iv) Tote Board : Singapore Totalisator Board Social Service Fund  
 v) FSC : Family Service Centre  
 vi) HOPE : Home Ownership Plus Education  
 vii) ESJ : Enhanced STEP UP  
 viii) SWP : Streetwise Programme  
 ix) YES : Youth Enhanced Supervision programme

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

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**REACH COMMUNITY SERVICES SOCIETY**

**STATEMENT OF CASH FLOWS**

*For the financial year ended 31 December 2016*

	Note	2016 S\$	2015 S\$
<b>Cash flows from operating activities</b>			
Net income for the financial year		1,000,520	1,212,107
Adjustments for:			
- Depreciation of property, plant and equipment	3	371,737	255,587
- Fixed deposit interest income		(77,859)	(53,500)
- Loss on disposal of property, plant and equipment		-	12,038
<b>Operating cash flows before changes in working capital</b>		<b>1,294,398</b>	<b>1,426,232</b>
Other receivables		(515,936)	22,445
Other payables		(48,895)	(119,445)
<b>Net cash flows from operating activities</b>		<b>729,567</b>	<b>1,329,232</b>
<b>Cash flows from investing activities</b>			
Interest received		45,265	31,816
Additions to property, plant and equipment	3	(596,800)	(331,919)
<b>Net cash used in investing activities</b>		<b>(551,535)</b>	<b>(300,103)</b>
<b>Net increase in cash and bank balances</b>		<b>178,032</b>	<b>1,029,129</b>
Cash and bank balances at beginning of the financial year		5,628,391	4,599,262
<b>Cash and bank balances at end of the financial year</b>	4	<b>5,806,423</b>	<b>5,628,391</b>

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

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## REACH COMMUNITY SERVICES SOCIETY

## NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2016

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 Blk 187, Bishan Street 13, #01-475, Singapore 570187.

The Society is a member of the Management Committee of Social Service ("NCSS") and an approved Institution of a Public Character.

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 by the Management Committee on 15 April 2016.

## 2. Significant accounting policies

## 2.1 Basis of preparation

The financial statements, expressed in Singapore dollars which is the functional currency of the Society, have been prepared in accordance with Singapore Charities Accounting Standards ("CAS") under the historical cost convention, except as disclosed in the accounting policies below. The accounting policies of the Society are consistent with the requirements of CAS and are applied consistently to similar transactions, other events and conditions.

The preparation of these financial statements in conformity with CAS 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.

**Adoption of CAS**

On 1 January 2015, the Society adopted CAS and consistently used it since the financial year ended 31 December 2015. The adoption of CAS did not result in substantial changes to the Society's accounting policies and had no material effect on the amounts reported for the prior financial years.

## REACH COMMUNITY SERVICES SOCIETY

## NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2016

## 2. Significant accounting policies (continued)

## 2.2 Property, plant and equipment

Property, plant and equipment are initially recognised at cost and subsequently measured at cost less accumulated depreciation. The cost of an item of property, plant and equipment includes its purchase price and any costs that are directly attributable to bringing the asset to the location and condition necessary for it to be capable of operating in the manner intended by management.

The cost of the property, plant and equipment shall be recognised as an asset if and only if 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 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 the Statement of Financial Activities when the changes arise.

On disposal of an item of property, plant and equipment, the difference between the net disposal proceeds and its carrying amount is taken to Statement of Financial Activities.

## 2.3 Other receivables

Other receivables excluding prepayments shall be initially recognised at their transaction price, excluding transaction costs, if any. Transaction costs shall be recognised as expenditure in the Statement of Financial Activities as incurred. Prepayments shall be initially recognised at the amount paid in advance for the economic resources expected to be received in the future.

After the initial recognition, other receivables excluding prepayments shall be measured at cost less any accumulated impairment losses. Prepayments shall be measured at the amount paid less the economic resources received or consumed during the financial year.

At each reporting date, where there is objective evidence that a receivable is impaired, the carrying amount of the asset is reduced through the use of an allowance account, and the amount of loss is recognised in the Statement of Financial Activities. The amount of allowance is the difference between the carrying amount and the undiscounted future cash flows, excluding unearned interest of interest bearing assets that the Society expects to receive from the assets. The amount of allowance for impairment is recognised in the Statement of Financial Activities.

## REACH COMMUNITY SERVICES SOCIETY

## NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2016

## 2. Significant accounting policies (continued)

## 2.4 Cash and bank balances

Cash and bank balances comprise cash balances, cash at banks and unpledged fixed deposits with financial institutions which are available for use.

## 2.5 Other payables

Other payables excluding accruals shall be recognised at their transaction price, excluding transaction costs, if any, both at initial recognition and at subsequent measurement. Transaction costs shall be recognised as expenditure in the Statement of Financial Activities as incurred. Accruals shall be recognised at the best estimate of the amount payable.

## 2.6 Provisions

Provisions for other liabilities and charges 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.

## 2.7 Revenue recognition

Revenue is recognised in the Statement of Financial Activities to the extent that the Society becomes entitled to the income, when it is probable that the income will be received and when the amount of the income can be measured reliably.

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

Donations in kind are recognised when it can be measured with sufficient reliability supported with proper documentation, and are accounted for at a reasonable estimate of the price that the Society would have to pay in the open market for an equivalent item or at the amount actually realised.

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, conduct of youth programmes, is recognised when services are rendered.

Government subventions comprise government or quasi-government funding and grants for the programmes run by the Society. These are recognised as income according to the terms of the funding agreements, on an accrual basis when there is reasonable assurance that the grant will be received and when there is sufficient evidence that the Society has complied with all attached conditions. Subsequent adjustments to the grant, upon finalisation by the relevant Government agencies are recognised in the Statement of Financial Activities.

Other income is recognised upon receipt. This usually comprise rebates or credits arising from government policies announcement. It includes other income received that is incidental or ad-hoc in nature.

## REACH COMMUNITY SERVICES SOCIETY

## NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2016

## 2. Significant accounting policies (continued)

## 2.8 Employee compensation

Defined contribution plans

The Society's contributions to defined contribution plans are recognised as employee compensation expense when the contributions are due.

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.

## 2.9 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.

## 2.10 Allocation of corporate support costs

Corporate support costs comprise staff costs and overheads relating to general management, human resource, finance and administration, donors and volunteers management, community partnership and corporate communication functions. These support costs are allocated to charitable activities, based on the headcount of the core programmes.

## 2.11 Taxation

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

## 2.12 Funds structure

Unrestricted funds are available for use at the discretion of the Management Committee in the furtherance of the general objectives of the Society.

Restricted funds are funds which are available to be used for specific purposes programs.

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS  
For the financial year ended 31 December 2016

3. Property, plant and equipment

	Computers S\$	Furniture, fittings and equipment S\$	Renovation S\$	Renovation in progress S\$	Total S\$
<b>2016</b>					
<b>Cost</b>					
Beginning of financial year	165,915	88,508	733,946	38,280	1,026,649
Additions	22,056	51,801	522,943	-	596,800
Transfer of assets upon completion	-	-	38,280	(38,280)	-
End of financial year	187,971	140,309	1,295,169	-	1,623,449
<b>Accumulated depreciation</b>					
Beginning of financial year	82,697	17,834	202,281	-	302,812
Depreciation charge	42,727	22,152	306,858	-	371,737
End of financial year	125,424	39,986	509,139	-	674,549
<b>Net book value</b>					
End of financial year	62,547	100,323	786,030	-	948,900
<b>2015</b>					
<b>Cost</b>					
Beginning of financial year	122,774	154,394	608,470	242,151	1,127,789
Additions	59,257	50,411	183,971	38,280	331,919
Disposals	(16,116)	(116,297)	(300,646)	-	(433,059)
Transfer to added assets upon completion	-	-	242,151	(242,151)	-
End of financial year	165,915	88,508	733,946	38,280	1,026,649
<b>Accumulated depreciation</b>					
Beginning of financial year	60,080	98,970	309,196	-	468,246
Depreciation charge	38,733	23,123	193,731	-	255,587
Disposals	(16,116)	(104,259)	(300,646)	-	(421,021)
End of financial year	82,697	17,834	202,281	-	302,812
<b>Net book value</b>					
End of financial year	83,218	70,674	531,665	38,280	723,837

There was no disposal of assets in the year 2016. The renovation of REACH Family Service Centre at Blk 187, Bishan Street 13, Singapore 570187, which started its cyclical maintenance work in November 2015, was completed in June 2016.

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS  
For the financial year ended 31 December 2016

4. Cash and bank balances

	2016 S\$	2015 S\$
Cash at bank and on hand	892,676	1,178,391
Short-term fixed deposits	4,913,747	4,450,000
	<u>5,806,423</u>	<u>5,628,391</u>

Short-term fixed deposits bear interest rates ranging from 1.10% to 2.58% (2015: 0.85% to 2.58%) per annum, with tenure periods ranging from 3 months to 18 months. (2015: 6 to 12 months).

5. Other receivables

	2016 S\$	2015 S\$
Receivables for service provided	722,226	124,205
Fixed deposit interest receivable	32,594	21,684
Prepayments	376	58,922
Deposits	4,319	6,174
	<u>759,515</u>	<u>210,985</u>

6. Other payables

	2016 S\$	2015 S\$
Accruals for staff performance bonus	292,069	282,317
Accruals for Central Provident Fund	152,313	135,647
Accruals for unutilised leave	32,211	28,508
Payable to contractors	27,927	111,675
Others	21,830	17,098
	<u>526,350</u>	<u>575,245</u>

7. Employee compensation

	2016 S\$	2015 S\$
Gross salaries	2,430,567	2,077,869
Bonus	519,611	442,155
Employer's contributions for Central Provident Fund	441,833	361,706
	<u>3,392,011</u>	<u>2,881,730</u>

The annual remuneration of the Society's three highest paid staff who receives remuneration exceeding \$100,000 in the following bands in the year were as follows:

	2016	2015
Number of employees in bands		
- Between \$100,000 to \$200,000	<u>3</u>	<u>3</u>

## REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS  
For the financial year ended 31 December 2016

## 8. Related party transactions

Key management personnel annual remuneration is as follows:

	2016 S\$	2015 S\$
Gross salaries	302,472	276,966
Bonus	96,692	61,138
Employer's contribution to central provident fund	60,837	34,849
	<u>460,001</u>	<u>372,953</u>

The key management personnel of the Society comprise the Chief Executive and the heads of the core corporate functions like finance, human resource and administration which are essential to the running of the Society.

The related party mentioned in these documents refers to Grace Assembly of God ("Grace AG").

Transactions with Grace AG are as follows:

	2016 S\$	2015 S\$
Donation received	240,000	140,000
Fees collected	407	800
Fees paid	<u>(67,975)</u>	<u>(59,410)</u>

Fees paid to Grace AG related mainly to Information Technology ("IT") support services rendered by Grace AG's IT department, reimbursement of expenses incurred for the combined staff retreat of Grace AG and the Society.

## 9. 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:

	2016 S\$	2015 S\$
Not later than one year	9,507	9,336
Between one and five years	33,743	20,553
	<u>43,250</u>	<u>29,889</u>

## REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS  
For the financial year ended 31 December 2016

## 10. Other income

	2016 S\$	2015 S\$
Government grants and rebates	128,717	73,691
VCF grants	66,260	26,685
Miscellaneous income	32,500	7,752
	<u>227,477</u>	<u>108,128</u>

Voluntary Welfare Organisations Charities Capability Fund ("VCF") grants are disbursed by National Council of Social Service to improve governance and management capabilities of charities.

## 11. Funds movement

The Society's unrestricted funds as at the reporting date are as follows:

	2016 S\$	2015 S\$
General fund	3,924,147	3,303,550
Designated renovation fund	45,833	95,833
	<u>3,969,980</u>	<u>3,399,383</u>

	2016 S\$	2015 S\$
General fund		
Balance at beginning of the financial year	3,303,550	2,318,622
Net income for the financial year	703,690	1,032,365
Gross transfer of funds	<u>(83,093)</u>	<u>(47,437)</u>
Balance at end of the financial year	<u>3,924,147</u>	<u>3,303,550</u>

<b>Total unrestricted fund expenditure</b>	<b>2,290,937</b>	<b>1,465,540</b>
Reserves ratio	<u>1.71</u>	<u>2.25</u>

The Society's current reserve policy is to try to maintain unrestricted funds amount equivalent to at least 2 years of its actual operating expenditure for the financial year. This is to enable future expansion of the services of the Society as well as to enhance financial stability.

The reserves ratio is calculated as General fund balances at the end of the financial year divided by total unrestricted fund expenditure for the financial year.

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2016

11. Funds movement (continued)

	2016 S\$	2015 S\$
<b>Designated renovation fund</b>		
Balance at beginning of the financial year	95,833	145,833
Net expenditure for the financial year	(50,000)	(50,000)
Balance at end of the financial year	45,833	95,833

The renovation fund of \$150,000 was funded by a donor for the renovation of a centre to be used for the work of the Society. It was applied to the REACH counselling centre when it was completed in 2014. As REACH counselling centre depreciates over the years, a portion of the depreciation that is funded by the renovation fund is charged directly to drawdown the fund until it is fully depreciated.

The Society's restricted funds as at the reporting date are as follows:

	2016 S\$	2015 S\$
<b>Family Service Centre (FSC) fund</b>	3,016,006	2,562,991
<b>Home Ownership Plus Education (HOPE) fund</b>	-	25,594
<b>Enhanced STEP UP (ESU) programme fund</b>	2,502	-
<b>Streetwise programme (SWP) fund</b>	-	-
<b>Youth Enhanced Supervision (YES) scheme fund</b>	-	-
	3,018,508	2,588,585

	2016 S\$	2015 S\$
<b>FSC fund</b>		
Balance at beginning of the financial year	2,562,991	2,311,406
Net income for the financial year	453,015	251,585
Balance at end of the financial year	3,016,006	2,562,991

The FSC fund is restricted for the operations of the Family Service Centre programme for the benefit of its intended clients. In keeping with the funder/donor's intent use of monies, the FSC fund will not be transferred out of the programme for other purposes.

	2016 S\$	2015 S\$
<b>HOPE fund</b>		
Balance at beginning of the financial year	25,594	-
Net (expenditure)/income for the financial year	(61,949)	25,594
Gross transfer of funds	36,355	-
Balance at end of the financial year	-	25,594

The HOPE fund is restricted for the operations of the HOPE programme.

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2016

11. Funds movement (continued)

	2016 S\$	2015 S\$
<b>ESU fund</b>		
Balance at beginning of the financial year	-	-
Net income / (expenditure) for the financial year	2,502	(20,300)
Gross transfer of funds	-	20,300
Balance at end of the financial year	2,502	-

The ESU Fund is restricted for the use of Enhanced STEP UP programme. It is a support programme for students at risk of dropping out of school and attendance issues as well as out of school youths.

	2016 S\$	2015 S\$
<b>SWP fund</b>		
Balance at beginning of the financial year	-	-
Net expenditure for the financial year	(13,708)	(27,137)
Gross transfer of funds	13,708	27,137
Balance at end of the financial year	-	-

The SWP Fund is restricted for the use of Streetwise programme (SWP). SWP is a 6-month voluntary, preventive and rehabilitative programme for youths who associate with gangs. The programme helps such youths make a fresh start in life through a series of individual counselling, group work and family counselling session.

	2016 S\$	2015 S\$
<b>YES fund</b>		
Balance at beginning of the financial year	-	-
Net expenditure for the financial year	(33,030)	-
Gross transfer of funds	33,030	-
Balance at end of the financial year	-	-

The YES Fund is restricted to fund Youth Enhanced Supervision scheme, administered by Central Narcotics Bureau and the Ministry of Social and Family Development. The 6-month rehabilitative programme for first-time drug offenders aged 21 and below.

**Funding of deficit in restricted fund**

Any deficit that arises in a restricted fund at the end of the financial year will be funded fully through a transfer of funds from the General fund in the same financial year. This is provided that the General fund has adequate accumulated surplus for the transfer to take place.

12. Fund raising appeal

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

## Funders



Giving Hope. Improving Lives.

## Donors and Community Champions

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Maritime Port Authority of Singapore  
Shangri-La Hotel, Singapore  
TeamBuild Construction Pte Ltd  
Will and Legacy Pte Ltd

Thank you to all individual donors whose relentless support has helped our beneficiaries throughout the years!

## Community Stakeholders

Academy of Solutions-Focused Training  
All Grassroots Organisations from Bishan-Toa Payoh GRC  
All Grassroots Organisations from Hong Kah North SMC  
Agency for Integrated Care (AIC)  
Bishan Community Club Youth Executive Committee  
Bishan HDB Branch Office  
Bishan Neighbourhood Police Centre  
Bishan North Community Club  
Central Narcotics Bureau  
Central Singapore CDC  
COMNET AMKFSC Community Services  
COMNET Senior Services  
Criminal Investigations Department,  
Singapore Police Force

Thank you, all Family Service Centres, Schools and Voluntary Welfare Organisations whom we have partnered with in 2016!



# HOPE IS WITHIN REACH



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