



THE GOOD SAMARITAN

ANNUAL REPORT 2018

REACH
COMMUNITY SERVICES

1998 - **2018**
— YEARS —

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VISION, MISSION STATEMENT AND CORE VALUES

Our Story

In 1998, pioneering the vision to embody the Parable of the Good Samaritan, Grace Assembly of God tasked Pastor Calvin Lee to start and lead the Society with a small team of seven to serve and reach out to people at their point of need. In 1999, REACH Family Service Centre was started at Blk 187 Bishan Street 13. As our work in the community grew, so did our Society. Today, REACH Community Services Society serves our community through 6 community touchpoints: Family Service Centre@ Bishan, Family Service Centre@Sin Ming, Youth Powerhouse@ Bukit Batok, Counselling Centre@Shunfu, Senior Centre@Jalan Membina and Senior Centre@Bukit Gombak Vista.



20TH ANNIVERSARY MESSAGE



“ So which of these three do you think was neighbour to him who fell among the thieves?” And he said, “He who showed **mercy** on him.” Then Jesus said to him, “Go and do likewise. ”

Luke 10:36- 37 NKJV



Embodied by the Parable of The Good Samaritan led to the birthing of REACH Community Service Society (RCSS), to serve and reach out to people at their point of need. 20 years on, we are committed to providing impactful social services professionally to the community regardless of gender, race, language or religion. It is bore out of the desire to reach out to the least, the lost and the lonely. We aim to restore hope and empower them to live a dignified life. As RCSS celebrates our 20th anniversary, we are grateful for the community of staff, volunteers, government ministries, donors, corporate and community partners who has been part of this giving journey. Thank you for supporting our social mission.

MANAGEMENT COMMITTEE AND GOVERNANCE



Front: Eunice Ng, Lam Kun Kin, Sia Siew Kien, Chan Hock Hui

Back: Soon Kim Tat, Eugene Ong, Kenneth Eng, Sin Lye Kuen, Jefferson Lee, Jimmy Yap

President : Sia Siew Kien
Vice-President : Jefferson Lee
Honorary Secretary : Jimmy Yap
Honorary Treasurer : Chan Hock Hui
Committee Members : Eunice Ng
 Sin Lye Kuen
 Lam Kun Kin
 Kenneth Eng
 Soon Kim Tat
 Eugene Ong

Sub-committee members

Audit : Jefferson Lee
 Clement Chung
 Jimmy Yap

Human Resource : Eunice Ng
 Eugene Ong

Finance & Fund Raising : Lam Kun Kin
 Kenneth Eng
 Neo Kim Teck
 Tan Siew Poh
 Chan Hock Hui

**Strategic Development
& Programmes:** Sia Siew Kien
 Chan Hock Hui
 Soon Kim Tat
 Sin Lye Kuen

EXECUTIVE LEADERSHIP TEAM



From Left: Gareth Huang- Head of Senior Service, Grace Lee- Head of Family Service, Jessie Koh- Head of Counselling Service, Ho Siew Cheong- Chief Executive, Joe Chan- Head of Youth Service, Teo Tze Wei- Head of Finance & Volunteer Management

Whistleblowing policy

REACH Community Services Society's Whistleblowing Policy aims to set out the framework for whistleblowers to raise concerns on irregularities within the organization. The Policy allows for reporting to appropriate persons with the power to investigate and follow up any genuine issues raised without fear of unfair treatment, retaliation or any adverse consequences.

Whistleblowers may report by email to whistleblow@reach.org.sg.

The email will be received by the President and the Chairman of the Audit committee of RCSS.

All information disclosed during the course of the investigation will remain confidential, except as necessary to conduct the investigation or to take any remedial action, in accordance with applicable laws and regulations.

For further information on the whistleblowing policy, please refer to our website.

Management of Conflict of Interest

There are documented procedures for Management Committee members and staff to declare actual or potential conflict of interest to the Management Committee.

Management Committee members make annual declarations of actual or potential conflict of interest to the Management Committee.

Management Committee members abstain and do not vote or participate in decision-making on matters where they have a conflict of interest.

Management Committee (MC) Meetings Attendance in 2018

MC term 2017/2019	Attendance / No of meetings	MC term 2017/2019	Attendance / No of meetings
Sia Siew Kien	3/3	Lam Kun Kin	3/3
Jefferson Lee	3/3	Eugene Ong	3/3
Chan Hock Hui	3/3	Soon Kim Tat	2/3
Jimmy Yap	3/3	Kenneth Eng	3/3
Eunice Ng	3/3	Sin Lye Kuen	1/3



MESSAGE FROM THE PRESIDENT

Sia Siew Kien
President
REACH Community Services

“And the King will answer and say to them, ‘Assuredly, I say to you, inasmuch as you did it to one of the least of these My brethren, you did it to Me.’ - Matthew 25: 40 NKJV

REACH Community Service Society (RCSS) was established 20 years ago in October 1998. The Society aims to reach out to the needy and vulnerable in the community, to offer a helping hand, a listening ear, a wise counsel and to be a trusted friend. And all these services were offered regardless of language, race, religion, or orientation; without any strings attached.

These, we have done for the last 2 decades. It is very satisfying as we reflect back on the very reason of RCSS existence. We are glad that we have stayed the course of being The Good Samaritan.

The recently published national statistics showed several worrying trends. 2017 saw the highest number of suicide attempted by people aged 60 and above. While overall suicide rate has seen a decline of 16% from 2016, the proportion of suicides committed by seniors had hit a 7% increase.

RCSS strives to increase our outreach to lonely and vulnerable seniors who stay on their own, with little or no family support. Through positive active-ageing programmes, we aim to draw them out of social isolation and help them build a support network among themselves so that they can take care of each other as they take care of themselves. One such initiative is our community befriending programme, where we actively reach out to many seniors by engaging them meaningfully to meet both their physical and emotional needs.

While reaching out to the Pioneer Generation, we also strive to nurture our next generations; to help our youth to be the confident and responsible citizens and leaders of tomorrow. Over the past three years, the number of youths who approached Community Health Assessment Team (CHAT) for mental health issues rose almost three times, from 550 in 2015 to 1,580 in 2017. An advocate of youth preventive work, our Youth Service therefore incorporates mentorship into the various sports and interest-based programmes to affirm the identities and unique strengths of the youths, guiding them towards their full potential.

20 years of good works would not have been possible without the faithful support of the Church, team of dedicated staff and volunteers, government ministries, generous donors, community and corporate partners. We are indeed grateful to everyone for being part of this giving journey.

Thank you once again for believing in our vision – Touching Hearts, Reaching Lives. Moving forward, we call on your continuous support as we strive to reach and impact the least, the lost and the lonely in a greater measure as The Good Samaritan!

“RCSS strives to increase our outreach to lonely and vulnerable seniors who stay on their own, with little or no family support”



MESSAGE FROM THE CHIEF EXECUTIVE

Ho Siew Cheong
Chief Executive
REACH Community Services

REACH Community Services Society (RCSS) came into being on October 30, 1998. Fittingly 2018 was a year of gratitude and celebrations. It was our 20th Anniversary.

The journey was a process of morphing into maturity. We learned many lessons, we witnessed many miracles, and beheld massive potentials unfold before us. Thus we commemorated our 20th Anniversary with our REACH Charity Dinner themed “Moulding A Masterpiece” where a series of pottery art pieces entitled “Unfold” symbolic of our growth and social impact in our Community was commissioned.

In 2018, RCSS was honoured to receive the People’s Association Community Spirit Award 2018; a recognition of our contribution to Community building at Hong Kah North. Since Powerhouse @ Bukit Batok was opened in January 2015, both the Youth Service and Senior Service have launched several new impactful programmes that benefitted the Community.

Also in late 2018, we attempted our first ever social media fund raising campaign entitled #pushupforyouth, to raise awareness about the at-risk and vulnerable youth in our Community. Funds raised were channelled to programmes put together to help them. The campaign went viral where strangers from all walks of life, many of whom reside beyond the shores of Singapore, contributed their part in posting videos of themselves doing the 20 push-ups and tagging at least 3 friends to join them in their cause; to support the youth in their journey to activating strength and reaching their potential. For each video posted, \$20 will be donated by our sponsors. We were humbled that more than 800 videos were uploaded, and we made many new friends. During the same period our Facebook Followers had also crossed 1000.

“Assisted by close to 600 volunteers, we impacted more than 3312 service users through our 4 Services.”

Assisted by close to 600 volunteers, we impacted more than 3312 service users through our 4 Services. Our Family Service handled a total of 529 cases, an increase of 21% from 2017. Similarly, our Counselling Service saw a surge of 60% to a total of 540 cases. There was a spike of 74% and 66% for the number of programmes attendance and befriender volunteers respectively for our Senior Service. Youth Service saw an increase of 17% service users as well through their various youth engagement programmes.

There are many heart-warming personal stories told by our Clients. Lynn (not her real name) and her children were victims of domestic and family violence. They found themselves without a roof over their heads. Through our Family Service Centre, they received help from our social workers. She managed to appeal for a rented flat of close proximity to her children’s schools.

Through the Torn Asunder Programme at our REACH Counselling Centre, Jane and David stayed committed to work through and to rebuild their fractured marriage broken as a result of an extramarital affair. It was a very difficult time for both the couple and their children, but the programme aided them in achieving their goals, resulted to their marriage salvaged and restored, and the family breakup avoided.

An active participant of our Senior Service activities, Mdm Lee in return contributed back to the community by reaching out to vulnerable seniors like herself as a befriender.

Faced with anxiety which had caused him heart palpitations, Edward was a youth with low self-esteem who used to be fearful of many things before joining REACH Rock Steady, a music and vocal programme. Today, he performs in front of sizeable audience and is a role model to other youths.

These are just a few out of the many, whose lives were impacted through our daily walk with these vulnerable families and individuals.

We are truly thankful to all our volunteers, partners and donors, and those others who have been journeying with us through the last 20 years. Together we have made a difference, together we can do more good and also do better. The exciting voyage as a blossoming organization has only begun.

FY2018 IMPACT OVERVIEW

3312

SERVICE USERS



12120

PROGRAMME HOURS



4861

OUTREACH PARTICIPANTS



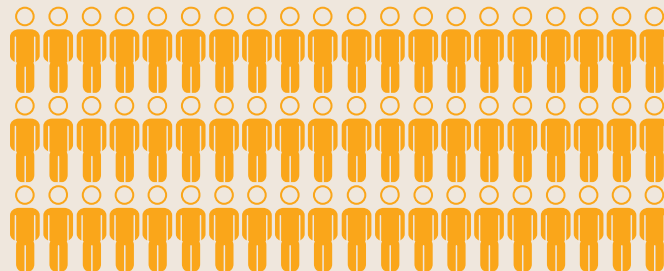
597

ACTIVE VOLUNTEERS



60

STAFF STRENGTH



FUNDRAISING & VOLUNTEER HIGHLIGHTS

REACH Charity Golf

18 May 2018 | Seletar Country Club



We saw 144 golfers teeing-off raising funds to help our socially isolated seniors to age well as well as providing a support system for their caregivers. Since 2015, we are proud to co-organise our annual fundraising event with Gammon Construction Singapore and supported by members from Grace Golf Fellowship led by Mr Neo Kim Teck. This year, we raised \$261,251 helping over 400 seniors in our community.

REACH Flag Day

14 July 2018 | Island-wide

We welcomed 680 volunteers coming together to rally for a good cause. We saw familiar faces from Grace Assembly of God, from the young and not so old; even the wheel-chaired bound came to serve together with us. This year, we raised \$160,074.31 from street collection, adopt-a-tin, individual and corporate donations. Fund raised will go towards sustaining our programmes and services.



“Moulding A Masterpiece” Evening

14 September 2018 | The Regent Singapore



REACH Charity Dinner 2018 was themed “Moulding A Masterpiece” to recognise our humble beginnings, the journey of growth, and the celebration of 20 years serving the community. The evening was graced by Mr Desmond Lee, Minister for Social and Family Development and Second Minister for National Development. Over 400 guests enjoyed a night of professional vocals, dance performance, bubble show and experienced our live donation segment. Together, we raised a total of \$279,460 through table sales, sponsorships and live donations.

#pushupforyouth Campaign

1 December 2018 | REACH Youth Powerhouse

We launched our inaugural 30 days social media campaign to raise awareness and funds to help our disadvantaged youth. We have seen over 800 videos with individuals/ groups doing 20 push-ups posted on social media with hashtag #pushupforyouth. This campaign ends with a finale event on 1 Dec; #pushupforyouth Fitness Challenge which we saw the community coming together to champion our youth cause. We managed to raise \$101,828 through corporate and individual giving towards this campaign.



CORPORATE PARTNERS HIGHLIGHTS

Maritime And Port of Authority of Singapore

As an adopted charity of the Maritime and Port Authority of Singapore (MPA), beneficiaries from REACH Community Services were invited to join in the fun and games of MPA's Family Day held at Sentosa where they had a very enjoyable family bonding day out.

MPA also donated generously towards our REACH Charity Dinner 2018 touching the hearts and lives of many families. We are thankful to be supported by MPA in many ways.



Hewlett-Packard Singapore

A regular supporter over the years for our social causes, Hewlett-Packard Singapore invited our seniors to two events - Chinese New Year Celebration Lunch and Mid-Autumn Festival Celebration Lunch. Our seniors, especially those on wheelchairs, expressed their appreciation as most of them do not have many opportunities to leave their house if no one makes an effort to bring them out. We are grateful for their thoughtfulness.



The Fullerton Hotel Singapore

The Fullerton Academy is a new corporate social responsibility programme launched in 2018. They provided disadvantaged youth from REACH Youth Service with training in culinary and photography from the team of staff and vendors providing skills-based volunteerism. The objective is to provide hands-on exposure to career options in the hospitality and service industry; enabling positive character building in these youth. Thank you The Fullerton Hotel Singapore for such great initiative.

(Continued next page)

CORPORATE PARTNERS HIGHLIGHTS

(Continued from previous page)

Donor & Volunteer Appreciation Day



20 Oct 2018 marks REACH Community Services 20th anniversary. Returning to our birth place at Grace Assembly of God, we held a special service titled "Gratitude" and celebrated this special day with our donors, volunteers and staff of past and present. It was a fun day of fellowship. We are certainly grateful to all who have journeyed with us for the past 20 years.

Thank you the following sponsors in Touching Hearts and Reaching Lives!



REACH FAMILY SERVICE



“In 2018, the team has done well in managing a 21% increase in total number of cases handled...”

Grace Lee
Head
REACH Family Service

As 2018 draws to a close, REACH Family Service (FSC) has made some significant milestones in the areas of services. After many months of pre-planning, planning and collaborative works with Ministry of Social and Family Development (MSF) and all the relevant authorities, we saw the new extension of REACH FSC Branch at Sin Ming taking shape towards the last quarter of 2018. The FSC @ Sin Ming will begin its operation on 1 February 2019, enabling us to bring our services closer to the residents at Bishan North and Sin Ming.

As we continuously seek to align our core services to the FSC model and Code of Social Work Practice (CSWP), we have repositioned our resources to focus on staff development initiatives. We have invested heavily on equipping our staff with the relevant skills to enhance their competency in clinical skills, counselling skills and interventions work through a variety of in-house training, internal and external clinical supervision sessions for all junior and senior staff. This had been realised with the deployment of MSF Master Practice Leader (MPL) for six months to focus on supervision of high-risk and complex cases and FSC's engagement of two external supervisors. We hope to see these supervision sessions and training translated to greater competency in higher and effective service delivery.

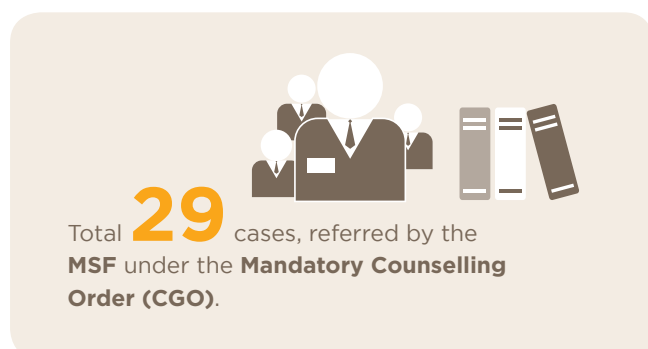
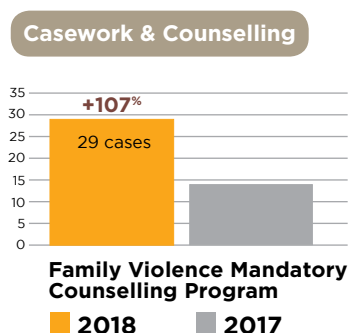
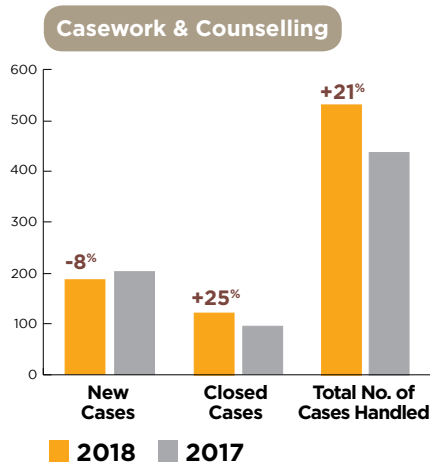
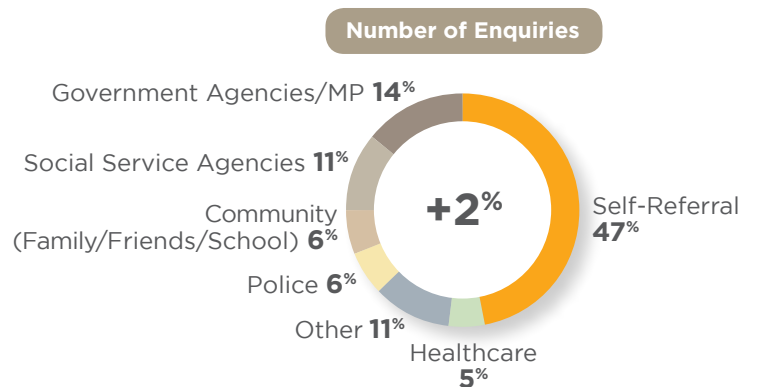
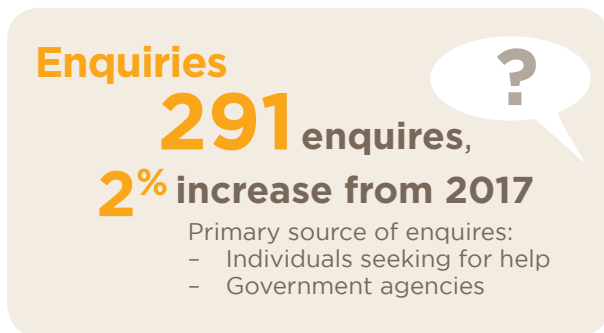
In 2018, the team has done well in managing a 21% increase in total number of cases handled and 107% increase in cases under the Mandatory Counselling Programme for cases with family violence.

Other key accomplishments were the organization of a four-day Play Therapy Training to increase the staffs' repertoire of professional skills in working with children and adolescent on trauma-related issues. Clinical supervision on Play Therapy has been planned and will be rolled out in 2019. Community Work and Groupwork continue to be the integral efforts of the FSC team to reach out to our clients and provide a holistic service. The Community Work and the Groupwork teams have made waves in their respective projects, by reaching out to 4052 residents and 45 parents in 2018. The FSC will continue to work closely with our stakeholders via our Stakeholders' Meetings to provide a seamless and holistic service to our clients.

As REACH FSC continues to chart its growth in our staff development and provision of client-centric services, we strive to remain relevant to the needs of our clients and bring forth the message of “Sharing Love, Inspiring Hope”. We hope to make it an experience for every client that walks through our doors.

Family Service Statistics

Main Statistics for 2018



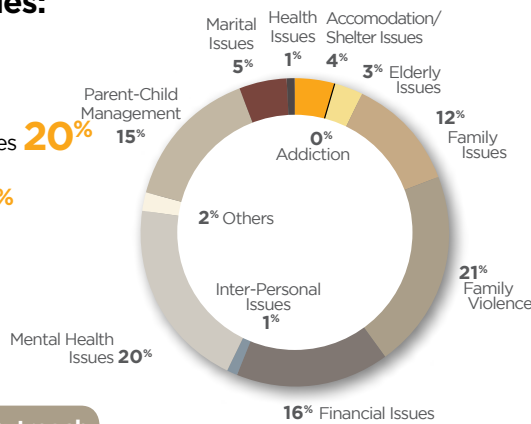
Types of Cases in 2018

Top 3 issues:

Family violence **21%**

Mental health challenges **20%**

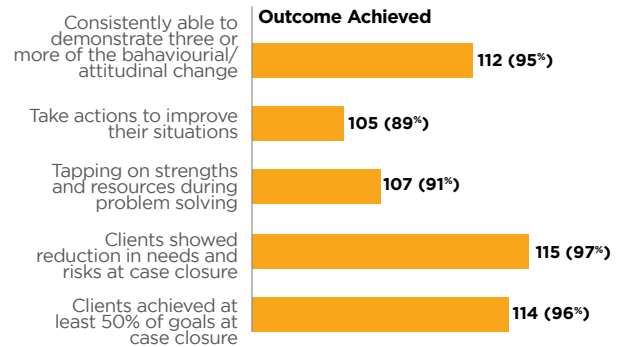
Financial difficulties **16%**



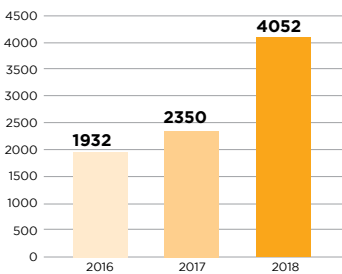
Case Closure – Outcome Achieved

Based on the outcome indicators, clients generally

- a) Achieved good outcomes
- b) Were better able to manage their challenges



Community Outreach

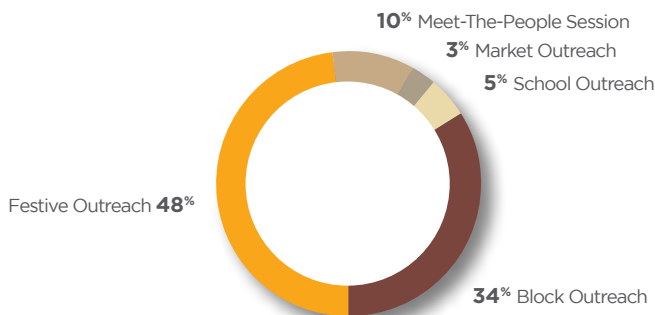


Groupwork and Community Work

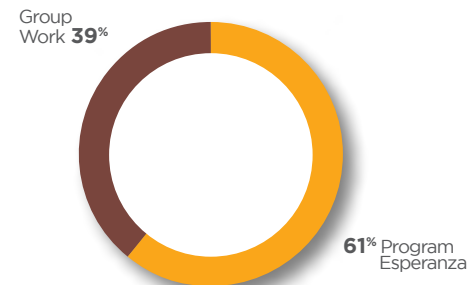
4052 residents outreached, **72%** increase from 2017.

Besides casework and counselling, REACH Family Service also tapped on the strengths of community work and groupwork to help meet our clients' needs in a holistic manner. With a large pool of volunteers roped in to facilitate our programmes and outreach activities, REACH FSC was able to expand its community visibility to more than 4052 residents in 2018.

Community Outreach



Beneficiaries



Rebounding from Family Violence: Story of Lynn

Lynn a foreigner, took a leap of faith in coming to Singapore to build a family with her Singaporean husband. The couple have 2 lovely children together and had a blissful marriage initially until family violence took place.

Lynn was first referred to REACH Family Service Centre by Big Love Child Protection Specialist Centre. During the point of referral, Lynn was being chased out of her mother-in-law's flat and was struggling to manage the stress from ensuring her children's safety while finalising her divorce. Due to her non-citizenship status Lynn was ineligible to apply for a rented flat, neither was she financially able to rent a room from the open market. With her family residing overseas and having few friends in Singapore, Lynn felt lost, alone and fearful that her children would be homeless.

Stepping in to help Lynn work through her multiple complex issues, our Social Worker advocated for Lynn and a special appeal was raised to the Housing and Development Board (HDB). After several discussions, Lynn's appeal for a rented flat situated near her children's schools was finally successful. This greatly aided in minimizing the disruptions of her children's everyday routine and allowed them to save transportation time and cost. Lynn and her children now are also able to live comfortably and securely under their roof without facing stressors from her ex-husband or mother-in-law.

Our Social Worker continues to journey closely with the family to resolve other challenges and strengthen their ability to cope with these difficulties. Lynn is now employed and working hard to save up for her children's academic needs. The family has come a long way and we are confident that things will only get better for them.

Service Highlights

Professional Development

External Supervision

External Supervision, the cornerstone of professional skill development, is tailored to senior and junior caseworkers to facilitate in depth learning and focused training. In 2018, the deployment of Master Practice Leader by MSF has helped to develop the competency and effectiveness of caseworkers and provided supervision for high-risk and complex cases. Two external supervisors have been engaged to provide clinical supervision to all staff with focus on sharpening caseworkers' clinical assessment and counselling skills.



"The external supervision was informative, especially the family violence training. It gave me more confidence to handle family violence cases in the future."

"Through the monthly supervisions, I was able to sharpen my ability to conceptualise my cases and to provide a more effective case plan. The supervisors also provided greater insights on how I can improve my counselling skills."

Play Therapy Training

"Dr. Alicia provided a new approach to engage children through play, which broadened range of tools in the work with children with difficult issues. Her teaching style was clear and included hands-on practice which aided the staff in better applying the skill in future work."



The raising trend in children and adolescent, with behavioural challenges from witnessing family violence made it vital for caseworkers to be equipped with the necessary skill set to assess and intervene accurately. Training at REACH Family Service has thus been tailored to help caseworkers better meet the needs of the community. A 4-day Introduction to Play Therapy training delivered by Dr Alicia Pon, Senior Lecturer from the National University of Singapore (NUS), caseworkers walked away with valuable knowledge on assessment, initiating of intervention plans and application of somatic experiencing.

Service Highlights

Programme Esperanza

Programme Esperanza (PE) aims to support beneficiaries' holistic development. A weekly academic support and character development programme, it remains the biggest programme run by the team to support children from low income and multi-stressed families through a dual-focus of academic support and character development.

Volunteers play a key role in mentoring and bonding with participants of PE. In 2018, project teams from Raffles Junior College (Project Ahava and Project Oval) were engaged to collaborate in planning and facilitation of mentoring activities. Working with other community partners, we also partnered with Bishan Community Club to refer residents who may benefit from the programme.



Service Highlights

Needs Assessments with Corporate Partner - Cargill



REACH Family Service is committed to ensuring our community continues to thrive by engaging both residents and stakeholders meaningfully which requires the team to conduct labour and time- intensive regular Needs Assessments to understand issues faced by the community.

The team was therefore blessed to have committed corporate partners like Cargill who volunteered their time and resources into our communities in 2018. They conducted door-to-door surveys to assess their needs and sponsored approximately \$7800 worth of FairPrice vouchers to elderly residents residing in Golden Jasmine apartments and low-income households residing in rental flats. Their efforts helped to grow the presence of the up-coming FSC extension at Sin Ming and also provided greater insights for the team to develop future initiatives to serve the residents better.



Service Highlights

Festive Outreach



The volunteers helped to pack goodie bags for the residents and went door to door to raise awareness of the available resources in the community; spending their precious Saturday mornings to help spread the festive cheer to our residents. With their help, our Family Service has reached out to almost 2000 units across Bishan, Shunfu, Sin Ming and Thomson.



Service Highlights

Power Parents 2018

Facilitated by REACH Counselling Service together with Touch Cyber Wellness, Financial Literacy Institute from Singapore Polytechnic, Power Parents 2018 merged Parenting and Financial Literacy Support Groups to provide holistic psycho-education talks and small group activities for participants. REACH Family Service collaborated with Bishan Community Club for the first time to widen the reach beyond FSC clients.

The 8 sessions, with a total of 45 participants provided parents with the knowledge and skills to build stronger families. 7 core committed volunteers facilitated small group discussion, interpretation for non-English participants and child-minding. 90% of participants indicated they had acquired useful and practical information from the psycho-education talks that included Power Struggles and Setting Boundaries, Addressing children's addiction to the Internet, Braving Through the Teenage Years and Parents teaching children money sense.



Rising Above Financial Debt: Story of Ms Ang

A single mother working as an administrative staff, Ms Ang and her teenage daughter live with her parents and younger sister. With just enough to spend each month, Ms Ang wanted to improve the family situation at home. Upon hearing that investing in Scheme X would bring her to riches, she rushed to borrow money from friends in the promise of big returns. The investment scheme apparently was bogus and Ms Ang had to resort to borrowing from both licensed and non-licensed money lenders to settle her debts. As the pressure from these sources led her to panic, she soon turned to immoral means to cope with her outstanding payments.

The immense pressure soon took a toll on her emotionally and mentally as Ms Ang struggled with feelings of guilt, shame, and self-blame. She also lived in fear that her family and employer would find out about her plight. This resulted to her battling with insomnia, loss of appetite and weight. With quality of life badly affected, she sought help from the Institute of Mental Health (IMH) and was subsequently referred to REACH Family Service for counselling and case management help.

Ms Ang worked closely with our Social Worker and underwent counselling on financial literacy, where through regular monitoring and encouragement, she was able to exercise discipline in adhering to the Debt Repayment Plan assigned, which significantly reduced her financial-induced stress. Our Social Worker also helped her to process and learn from her experience as well as to sustain positive changes in financial management.

Although feeling regretful in having to live with the consequences of her poor judgement, having better manage her finances, Ms Ang is determined to get her life back on track and to keep moving forward to attain larger goals. She has since completed her Higher Certificate in Human Resource.

We can never predict who will walk through the doors of our Family Service Centre to seek help. As professionally trained social workers, we do at times struggled and face challenges on how best to help each one of them. However, the above success stories are amongst the many that we have helped and impacted, from which we are encouraged and also spur us on in continuing doing HIS good works.

REACH COUNSELLING SERVICE



“...we believe in journeying with couples, individuals and families who are faced with challenges in their relationship issues or their struggles with various issues...”

Jessie Koh
*Head
REACH Counselling Service*

REACH Counselling Service has continuously seen increase in our cases year by year. In 2018, our new counselling cases grew by 60% from 2017 with total 540 cases. However, this is not about numbers but most importantly it is about people whom we work with. People with real problems, issues and struggles in their daily walk and it could be with their family members, colleagues, friends and even themselves. Hence, what we do, how we do it and why we do it – our services for these groups of vulnerable people, are critical and have to align with our vision and mission.

In REACH Counselling Service we believe in journeying with couples, individuals and families who are faced with challenges in their relationship issues or their struggles with various issues including but not limited to work-related and mental wellness. We listen to them; we empathise with them; we help them to process through how their issue became a problem; and encourage them to find ways to change their thinking pattern, their behaviour and their belief system to resolve their issue. The feedbacks from our clients has nailed the essence of why we are doing what we are doing; and what we are doing which has given them hope and renewed hope in their relationship with others. We rejoice with every individual, couple and family with their renewed love, and in return we are encouraged by their strength and determination so as to help them go through with their journey ahead.

Our work does not limit ourselves in helping specific age group, qualification and/or status. We are committed to help every person with their individual needs that come through our Centre. We see each person having the capability to change their way to better relate to others and strive to live out more meaningfully with our professional help. Our counsellors have patiently and consistently ensured that they pace and journey with their clients, and ensure that clients' goals are achieved.

Thank you to my dedicated team of staff for their passionate commitment in journeying with the clients that our clients could experience a more enriching life. And of course not forgetting you; our faithful readers, partners, volunteers and stakeholders for standing by us and believing in us and our professional work. My heartfelt gratitude for your generous and kind support whether in kind or in action.

Counselling Service Statistics

Main Statistics for 2018

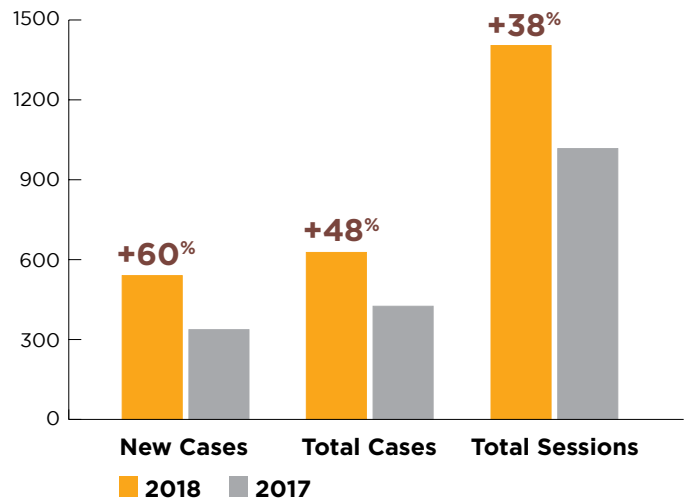


Casework & Counselling

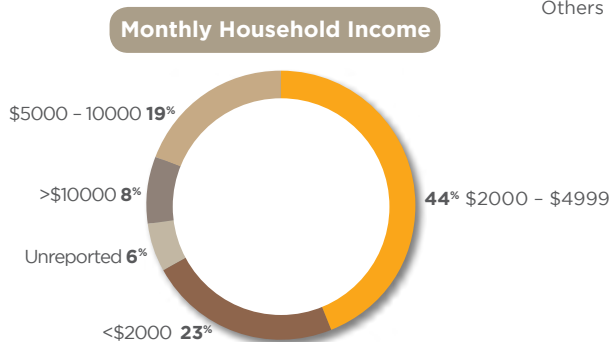
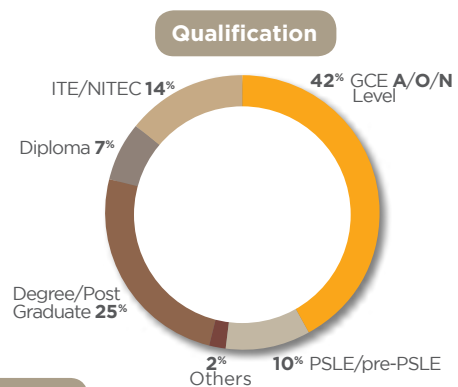
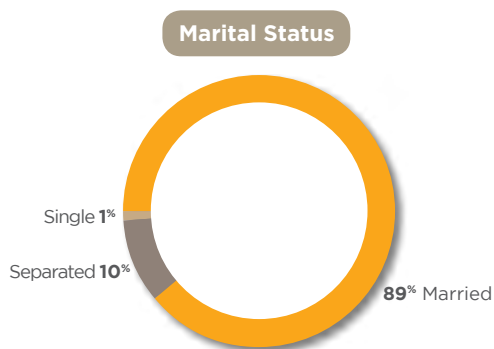
Total number of New Cases: **540/+60%**

Total number of Cases: **627/+48%**

Total number of Counselling Sessions: **1404/+38%**

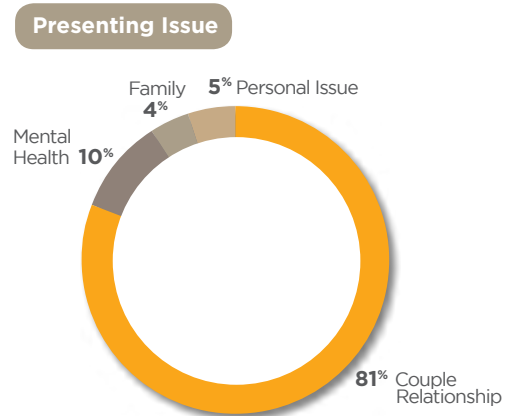


Demographic Profile



Top 3 Presenting Issues

1. **Couple Relationship** included Marital & Pre-Marital that involving Infidelity, High-conflict, Differences and Divorce
2. **Mental Health** such as Depression, Stress, Anxiety & Panic Attack
3. **Personal Issue** related to Work, Study, Personal Growth and Healing



Clients' Feedback after Counselling Sessions

“Understand each other better”

“Good to keep track with issue & explore reasons behind emotions/behaviours”

“Wonderful journey together, thankful for being there”

“After the counselling experience, it creates more awareness in the level of responsibility of a parent”

“Managed to sort my thoughts and decision making. Conducive environment. Emotional support rendered was good and necessary”

“The sessions helped me by giving a clearer picture on how to handle the obstacles/problems faced and to improve on the current situation”

“Gave me a clear direction of my marriage and made me want to work harder to salvage the marriage”

“It gave me better understanding about my thoughts and how I can help myself calm down and be less stressed and cope better”

“Identifying myself. Seeing myself in a different perspective. Identify my strength & weakness”

Rebuilding Strong Marriage: Story of David & Jane

Married for more than 10 years, Jane was devastated when she found out that her husband of 14 years had an extramarital affair. Although David was apologetic and extremely remorseful, Jane was still deeply hurt by his actions. Despite the incident, both of them still cared for each other deeply and were motivated to work through this difficult time to save their relationship.

One of the biggest challenges the couple had to re-visit was the myriad of intense emotions that surfaced upon the discovery of the affair. The Torn Asunder Programme helped the couple stabilise the heavy emotions experienced in this initial phase. A structured programme was introduced as well to help them communicate effectively and carefully navigate the volatile environment that has been bred at home. In their case, their counsellor had them share their personal childhood experiences which shed more light on each party's behaviour and peculiarities, facilitating the acceptance of each of their differences. With the couple being motivated in solving their problems, the programme aided them in achieving their goals to move forward together in the relationship.

Quote from Jane:

“The sections focusing on childhood history were particularly helpful. Through it, we gained more insights into the possible reasons for the other party's behaviour and peculiarities and thus become more open to accept our differences.

The therapist also facilitated good and deep conversations between me and my husband during sessions, which help[ed] us to seek deeper understanding of our problems and how we can move towards recovery and healing.”

Service Highlights

Syariah Court Mandatory Counselling

In August 2017, a Bill was introduced to amend the Administration of Muslim Law Act (AMLA) to further strengthen key institutions to better serve the Muslim community. With this amendment, the Muslim Marriage and Divorce Rules (MMDR) were also amended to give effect to the AMLA amendments.

Our Counsellors were kept abreast of the amendments through quarterly networking meetings conducted by Syariah Court. Preparations were done to help couples learn about the new procedural rules and court forms which were updated and implemented w.e.f. 22nd October 2018.

Besides the new amendments to the MMDR, REACH Counselling Service also saw a surge of caseload in 2018; more than doubled at 240% (362 of 2018 vs 151 of 2017). The Counsellors tirelessly worked with these families on myriad of issues: infidelity, violent relationships, addiction, conflict resolutions and communication. To enable the Counsellors to be culturally attuned to the issues entrenched in the Muslim community, an in-house workshop was held in July by the Syariah Court Resource Person on the divorce and marriage practices.



Resolving Communication Conflicts: Story of Mohamed & Noraini

After undergoing the Early Marriage Support (EMS) Programme which helped build the marital foundation, the marriage between Mohamed and Noraini was thriving in their first 5 years and soon had 2 loving children. In 2015, the couple shifted out from Mohamed's extended family into their new BTO flat. Mohamed started to spend more time outside home and Noraini was increasingly suspicious over Mohamed's lack of transparency. The matter aggravated when Noraini found insidious messages in Mohamed's phone. Although he explained the situation, Noraini remained unconvinced. She later shared her concerns in the family's online chat group to receive some emotional support. Her disclosures however triggered Mohamed as he believed that marital issues should be kept within the marriage. Mohamed was then reprimanded by his family for not being accountable of his whereabouts. Feeling humiliated before his family members by Noraini's action, the incident drove him further away from home. With a great sense of helplessness, Noraini applied for Marriage Counselling at Syariah Court and the case was referred to REACH Counselling Service.

Using the counselling platform, the Counsellor structured both individual and joint sessions to build the therapeutic alliances and trust with both of them. Quickly, they identified the interaction pattern in communication and conflict resolution skills as their growth areas. Mohamed learnt to correct his avoidant stance in communication. Noraini on the other hand learnt to take on a healthier stance in communication by injecting more positive and supportive messages. Understood how Mohamed had felt hurt and disempowered when she shared their issues in the family online chat group, she learnt to restrain her impulsivity and set clearer boundaries in communication. Now, together with Mohamed, she sought emotional and social support only from the identified family members mutually agreed.

Taking a good learning posture in wanting to work on their marriage, the couple worked on their own growth area as they strengthened their emotional bonds and achieved greater trust level after 5 counselling sessions. The techniques in positive communication skill and the knowledge in each other's love languages had empowered them to communicate more effectively, resulting to a happy ending as they reconciled their differences.

Service Highlights

One, Two, Three or Six? Marriage Preparation Programme



A collaboration with Ministry of Social and Family Development (MSF) for more than 10 years, the Marriage Preparation Programme engages couples intending to marry by equipping them with the knowledge and skills necessary for a good foundation in a strong and resilient marriage. It provides the platform for couples to discuss values and expectations for a wide range of topics before getting married. In 2018, a total of 12 couples have joined us for either Group or Individual MPP Programme.

“Through this programme, we have learnt a lot on managing conflicts and building & gaining trust.”

“The programme helps to inject objectivity where we got to know or understand every issue from different perspectives.”

Blissful Brides Outdoor Wedding Shows



REACH Counselling Service conducted a total of 6 talks at Blissful Brides Outdoor Wedding Show, the biggest outdoor wedding show, and saw a total attendance of over a hundred couples. The one-hour talk offered insights and tips on various marriage topics, ranging from Love versus Commitment, Personality Differences and Money? Simply a Commodity; with the intention of encouraging couples to embark on the Marriage Preparation Programme to better prepare themselves for the marriage journey ahead.

Service Highlights

External Speaking Engagements



A collaboration with Ministry of Social and Family Development (MSF), REACH Counselling Service provided lunch talks, Family Matters, to various companies in a wide range of sectors on critical topics on Resilience: How To Improve Your Adversity Quotient and Protecting Your Marriage. About 440 individuals from various sectors benefited through a total of 16 talks.

Different talks were customised to cater for different needs in different life stages. Parenting talks were conducted for individuals or families from the lower income on topics such as Children's Love Language, Parenting as a Team, Parenting Power Struggles & Boundaries, Braving Through the Teenage Years. This in the process helped the parents and their children to forge a deeper understanding and foster greater connection in their relationships with one another. Talks on Caring for Aging Parents were given to home caregivers on how they can develop better self-care for themselves in looking after their own elderly family members. With the intention to impart knowledge and skills to women who are journeying with other women through their challenges and seasons in life, talks were given to these women on interpersonal skills and how they can identify depression and burnout in the people that they journey with.

HOPE Scheme

REACH Community Services Society (RCSS) remained one of the MSF appointed mentoring agencies for the nationwide Home Ownership Plus Education (HOPE) Scheme. Began in 2004, the HOPE Scheme is a long-term government initiative to provide young, low-income families with the necessary support to improve their financial resilience to break out of the poverty cycle.

The HOPE Scheme provides families with a comprehensive set of incentives that are targeted at helping the families in the here-and-now, and providing them with long term financial support. The couple is encouraged to pursue skills upgrading to secure higher paying employment while bursaries are provided to encourage and support the children in continuing their education.

HOPE Mentoring

Since 2011, our team of HOPE Mentors has been committed to providing HOPE clients with bi-annual mentoring sessions. These mentoring sessions provided our extensive client base with a safe space to explore issues they faced as they journeyed towards improving their financial resiliency through skills upgrading and securing gainful employment. Mentors also bridged the gap between clients and available community resources included milk powder and diaper donations, food rations, tuition, and financial assistance for skills upgrading via philanthropic foundations. The good therapeutic relationships forged with our clients have led to another renewal of the mentoring contract.

HOPE Scheme Statistics



Number of Cases: **690**
(-4% from 2017)

788 Sessions
(-5% from 2017)



Service Highlights

HOPE Support Groups



In our mentors' dedicated efforts to motivate clients to actively attend skills upgrading through workshops and courses; 2018 saw the birth of a partnership between Eagle Infotech and RCSS. This partnership provided clients with carefully planned series of courses that would build their self-esteem to prepare them to return to the workforce. The lessons were held in weekly and routes were tailored to grow clients' current skill level. These lessons, whether a foundation or intermediate routes, would include character development courses on top of computer skills- related courses. These soft skill courses instilled greater self-awareness and introduced emotional intelligence principles, while professional image courses equipped them with the necessary skills to project professionalism and engage people. With a total of 31 clients currently undergoing skills upgrading courses, this partnership was evidently well-received by our clients.



HOPE Scheme Statistics

174 Service users for Support Group



Number of Support Group Sessions: **12**

Service Highlights

HOPE Support Groups *(Continued from previous page)*

Opportunities for family bonding were also provided. From an event planned by the Maritime And Port of Authority of Singapore where families were given passes to explore Sentosa's attractions to Christmas Celebrations arranged by SAFRA Toa Payoh, Credit Bureau Singapore where children were given presents from their wish lists, terrarium building workshops; and a Community Chest sponsored outing to Resort World Sentosa together with our Seniors from REACH Senior Service. Families were able to experience unforgettable family outings through the support of these corporate and community partners.



Restoring Self-Esteem: Story of Sally

Despite winning the custody of her two children after going through a painful divorce, Sally was left laden with a heavy financial burden. To cope with the emotional stress and financial issues, she distanced herself from her family as she focused solely on caring for her children and her job as a cleaner.

Through the mandated counselling sessions at REACH Counselling Service as part of the Home Ownership Plus Education (HOPE) Scheme, her designated counsellor got to know about her plight. Through the counselling sessions, Sally was motivated to make positive changes in her life so that she and her children would be able to live more comfortably and happily. Following the counsellor's advice, she refocused her energy into upgrading and equipping herself with relevant skills set to seek higher paying employment opportunity. Rather than shunning away from her family, she also realised that it was perfectly alright to respond to the help and support given by them.

Once stressed-out with low self-esteem, Sally is now a self-affirmed and happy individual. She sets goal to fulfill her dream of getting a house for her boys and herself by saving up and improving her employability via courses consistently.

The inspiring stories from our clients give a glimpse of how our counsellors have impacted lives and give hope to couples, families and individuals. With counselling, our clients increase their self-awareness, enabled them in making wise decision than to regret their impulsive act which may cause them to stay in pain and hurt. Our counsellors are trained and experienced in helping our clients in making sense of their past hurtful experiences, and assist them to emerge with new hope and new meaning; which is much more enriching than where they were. It gives them a brand new perspective and opening up a new chapter in their relationship with self and with others. There is HOPE within REACH.

REACH YOUTH SERVICE



“During the month long campaign in November, we saw a huge support from the various networks affirming us of our youth work.”

Joe Chan
*Head
REACH Youth Service*

As I reflected upon the theme The Good Samaritan, I am reminded of how often we might be presented with opportunities where we become the “man” or “woman” of the hour to leave our comfort zones and paths. In so many ways, 2018 has being a humbling year as we continued to journey with many of our beneficiaries while at the same time; we saw many like - minded individuals and organisations stepping forward to join us in this same cause.

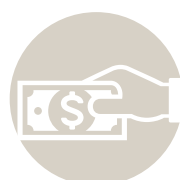
In 2018, we geared ourselves up for many new initiatives like the Singapore Mentoring Alliance where we are one of the agencies in the Alliance. The other initiative was our first inaugural social media campaign #pushupforyouth, where we used social media to bring awareness and publicity to our social cause. During the month long campaign in November, we saw a huge support from the various networks affirming us of our youth work.

We also ventured into new projects like “Step by Step Programme”, a collaboration with the Reformative Training Centre to reach out to the inmates through groupwork and befriending sessions. Through this platform, we were once again refreshed and rejuvenated in our mission to go into places where we can truly be that Good Samaritan to bring love and hope to those who are truly in need.

As we wrapped up the year 2018, we are immensely grateful for the many opportunities that came and even the “missed opportunities”, because for every door that has been shut; we are able to walk into another that has opened which allows our team to continue to impact the lives of the youth. It is truly an honour and privilege to serve!

Youth Service Statistics

Main Statistics for 2018



Total **\$174,054**

Disbursed to help **318** beneficiaries

Delinquent to Motivated Student: Story of Mdm Sun's Family

Mdm Sun is a divorcee and mother of 2 children- 19 year old son and 12 year old daughter. Together with her children they live in a 3- room flat with her aged mother, brother who has special needs; and sister, also a divorcee with her 12 year old son. The sole breadwinner of the household, Mdm Sun works as a cook in a restaurant. While she works, her sister takes care of their aged mother, brother and children.

Due to negative peer influences during secondary education, Mdm Sun's son had a brush with the law for his involvement in drugs and stealing offences. As such, Mdm Sun and her family came to know of REACH Youth Service through the mandatory 6-month drug counselling programme. Through the programme, the social worker found out that the family was struggling to make ends meet with only 1 income earner supporting a large household. The social worker then applied for her children financial assistance under the School Pocket Money Fund (SPMF) Scheme.

The SPMF enabled the children to have enough for school expenses which gave Mdm Sun's son the freedom to focus on his studies as he entered ITE, instead of worrying about working part- time to support himself while schooling. He has since graduated from Nitec and purposed to continue through Higher Nitec. Mdm Sun's daughter did well in her PSLE as well and went on to a Secondary School of her choice. Mdm Sun is proud that her 2 children are doing well in school, and is grateful for the help that SPMF has provided for her children.

Service Highlights

Other than Casework & Counselling, REACH Youth Service functions under 2 main spectrums-School based Social Work & Mentoring and Sports & Arts Engagement Programme.

Community & School-based Social Work & Mentoring

Mentoring is one key ingredient that aids to foster positive youth development in the community. One regular programme is Building Bridges @ Bukit Batok (4Bs).

A monthly group engagement programme, 4Bs is for recipients of the Straits' Times School Pocket Money Fund (STSPMF) and their parents, served as a platform to share resources with the community. Various partner come on board in the monthly sessions to offer resources such as employment opportunities and free tuition. Gobbler 5, a Social Enterprise, offers groceries at lower cost to the community as well. To empower the youths to contribute back to the community, a new initiative was rolled out late 2018- frequent members of the drop-in programme were recruited to form the hospitality team for 4Bs, of which they were mentored by REACH youth workers to make sense the importance of their presence as they serve.

REACH Empowerment Programme with Corporate Partners - Shangri-La Hotel Singapore & The Fullerton Hotel Singapore

A one-year mentoring programme, REACH Empowerment Programme (REP) provided a holistic intervention to low-income students who struggle academically. Targeting beyond their academics to tap on their strengths, the programme engaged and mentored the students by imparting values to motivate them through various programmes like fun learning, baking, fun & fitness and photography. 45 youth had benefitted from REP.

After underwent a 4-week internship in café management skills with Shangri-La Hotel Singapore, 4 youths from the programme ran a café during July and August 2018. In partnership with The Fullerton Academy by The Fullerton Hotel Singapore, 20 youths learnt culinary skills, photography skills, and dining etiquette. At the end of the training, the youths had the privilege to showcase their talents by being a chef or winning a photo competition.

To assist the students financially, they were also presented with bursary award, generously sponsored by Grace Assembly of God, Air Products Singapore, Credit Bureau Singapore and Shangri-La Hotel Singapore upon fulfilling the required attendance.



Service Highlights

Sports Engagement Programme

The various varieties of sports allow youth to discover and unleash their potential strengths while building both their physical and mental endurance, develop teamwork, resilience and confidence. The regular programmes are the REACH Dragons (Dragonboat), REACH Arena (Fun & Fitness / Functional Fitness), REACH Futbol and REACH Dodgeball. Each programme is held once or twice weekly.



REACH Arena Sports Camp

Other than the regular programmes, REACH Youth Service held a 2-day REACH Arena Sports Camp during the 2018 year end school holiday. The camp exposed participants from REACH Arena to activities that they rarely have the opportunity to experience. Led by Coach Soon, the 2-day camp started with an invigorating beach workout at Sentosa where fun and fitness were rolled into one. REACH Arena Campers then headed down to REV Fight Club for a session of Muay Thai and ended the day at HomeTeamNS for Rock Climbing and Continuous Challenge Rope Course. Day 2 saw campers doing a 'partner' Workout of the Day (WOD) at CrossFit Hub. Lunch was served at Pastamania where participants had a good time creating their own pizza. Jolie from Canvass, ended the camp by teaching campers mindfulness through the various combined art and movement exercises inspired by yoga and dance.



Service Highlights

Arts Engagement Programme

Our regular arts engagement programmes are REACH Bakerholics (Baking) and REACH Rock Steady (Music), to either equip youths with culinary skills and provide alternative peer support and a platform to impart life skills; or opportunities for them to develop musical and performing skills through mentoring and coaching. Each programme is held once weekly.

National Youth Council - Youth Corps Projects

Programmes are also customized to combine all spectrums to serve as character development and to build healthy social network. In partnership with National Youth Council and Youth Corps Singapore, REACH Youth Service together with 17 "Aspirants" volunteer leaders planned and executed photography and dragon boat sessions for the youth beneficiaries in 2018. These leaders were trained and mobilized to engage and mentor the youths. Through carefully thought-out sessions that came along with the building of friendships between the youths and volunteer leaders, life-skills were imparted through the photography and dragon boat platforms. As a result, a total of about 20 disadvantaged youths were impacted as they took back useful values and skills while having their self-esteem and confidence levels improved. In partnership with The Fullerton Academy, the youths in the photography platform were given an opportunity to showcase their works to the public eye.



From Stage Fright to Youth Mentor: Story of Edward



Due to certain fears, Edward used to be afraid of going on stage to present in front of people. After joining the REACH Rock Steady, he has found his passion for music and had even performed as a guitarist in front of sizeable audiences.

Since then, Edward has grown in his musical skills and confidence level. Besides performing in notable events such as the President's Challenge Appreciation Night at The Istana and Fullerton's Christmas Light-Up Event, he enrolled himself as a mentor in the 2019 Youth Mentoring Programme that reaches out to community youths from low-income families through the platform of music. When asked what he hoped to achieve by being a mentor in the programme, Edward replied with a smile, "I hope to help make a difference in the youths' lives, and to gain new and valuable experiences that will help me in the future."

Today, Edward has become a role model to other youths by encouraging them to step out of their comfort zone and to better themselves. With youths like Edward desiring to grow and give back, it shows how a single life that is impacted positively can in turn create a ripple effect for others in the community.

As service providers, our challenge is to see beyond the needs and challenges presenting before us. It is how we choose to stick to our beliefs and convictions that there is a future to unveil together with our youth. We shall do what we can in the present while staying hopeful to fulfill their potential and bring hope to their future.

REACH SENIOR SERVICE



“Having looked back at these significant growths from 2017, it is apparent that we have established a reputable and trusted service within the community.”

Gareth Huang
Head
REACH Senior Service

2018 was a year of many transitions for REACH Senior Service. Under the direction of the previous Head of Senior Service, Yvonne Khoo, Senior Service grew from its cocoon to firmly establish itself in Hong-Kah North region as the place for seniors to spend their time in.

The Community Café in REACH Powerhouse continues to grow steadily in number of attendees. Several community partners had dropped by to understand our success and seek our expertise to replicate the success elsewhere. Our café was also featured in a web article by Lee Kuan Yew Centre for Innovative Cities, which was published in January 2019.

In addition, our Community Befriending Programme has reached new heights. Apart from doing well in Hong-Kah North and in the Tiong-Bahru and Tanjong Pagar area, we also had the opportunity in 2018 to expand this service into the Pioneer region.

As the mantle of Senior Service is passed on, the transformation has only just begun. My vision is to continue to grow REACH Senior Service as that of a strong tree; expanding our services so that it will continue to bear fruits and be of value to our seniors and society.

We are mindful to grow in areas where there is less visibility as well. We need to deepen our roots and build more strength and resilience in our operations as it matures. To achieve this, we build up core competencies and capabilities of our staff. This also includes improving long-term sustainability by looking into more efficient service delivery and cost recovery for our activities.

Having looked back at these significant growths from 2017, it is apparent that we have established a reputable and trusted service within the community. This is due to the efforts of our staff, volunteers, as well as our corporate partners who have helped us greatly along the way. Without their support, we would not have been able to achieve such rapid growth. We are indeed humbled by the outpouring of support received. Thank you all for making this possible.

Senior Service Statistics

Main Statistics for 2018



Community Befriender Programme

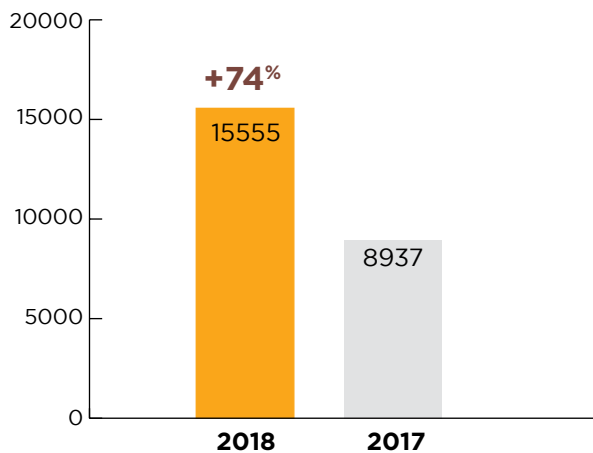
(Tanjong Pagar - Tiong Bahru, Hong-Kah North, Pioneer)

Total No. Programmes Attendance

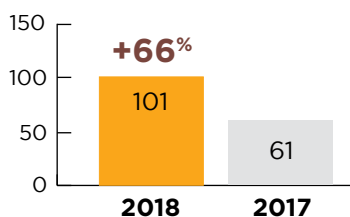
Total number of programmes attendance*

15,555, +74%

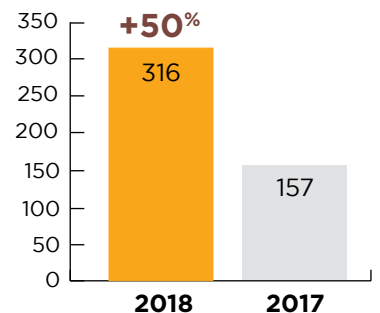
**cumulative*



Total No. of Befrienders



Total No. of Befriendees



Total number of Befrienders **101/+66%**

Total number of Befriendees **316/+50%**

Total number of Discharged Cases* **23/+156%**

** Reasons for discharge - passed on / moved out of service boundaries / moved out of isolation to active ageing*

Out of a total of **32** seniors who were discharged in **2017** and **2018**, **21 (65%)** walked out of social isolation and expanded their social circle of friends.

Community Café:

Total number of attendance* **2,008/+128%**

Total no. of Service Users **67/+116%**

**Cumulative*

***Started in 2018*

**Our Little Kampong:

Total number of attendance* **1290**

Total no. of Service Users **63**

Service Highlights

The Community Café

The Community Café at REACH Powerhouse has been REACH Senior's signature programme since its inception in 2017. Seniors attend a weekly-run social café gathering, with meals provided by active senior volunteers. Western breakfast cuisine is featured at the café and provides a welcome contrast for the seniors as Hong Kah North lacks a western-style café.

The Café runs on a donate-as-you-wish basis, and its main aim is to foster a community among the seniors. To facilitate further community integration, REACH staff organise a variety of educational and recreational activities, like police talks, craft workshops, news briefings or board games after the meals, so that seniors can have more opportunities to interact or participate in healthy aging activities.



Service Highlights

Community Café 1st Anniversary

The Community Café at REACH Powerhouse celebrated her 1st anniversary in 2018 with a record-breaking attendance of 60. The launch of the second Community Café at the new Senior Centre @ Bukit Gombak Vista in early 2019 will allow expansion of the programme to the Bukit Gombak area, with an increased seating capacity of 90, and better kitchen facilities.



Service Highlights

Community Befriending Programme



As the appointed service provider for Community Befriending Programme (CBP) for Tanjong Pagar and Hong Kah North Constituencies, Pioneer CBP was later awarded in January 2018. The CBP aims to provide structured befriending services and psycho-social support for vulnerable or socially isolated elderly and their caregivers through volunteers in the community. Whereas engagement through activities at the Senior Activity Centre (SAC) is therapeutic and can help the seniors out of social isolation, the befriending programme extends our impact and outreach to frail and vulnerable seniors who are not able to come to the SACs or seniors who are reluctant to attend SAC programmes. The consistent appeal for volunteers has proven to be fruitful- the number of befrienders grew proportionally to meet a healthy ratio of 1:3 as the number of befriendees nearly doubled over a year.



Service Highlights

NUS Grant-A-Wish

NUS Grant-A-Wish was a 4-session programme held in November by NUS Student's Community Service Club, to encourage volunteerism among its student population.

Each session allowed seniors and volunteers to engage in interesting and meaningful activities. In the first session, the seniors were asked to select a gift they wish to receive at the end of the programme. These requests were then presented to donors who are provided with the opportunity to fulfil these wishes for the seniors. The seniors then had an opportunity to visit Lee Kong Chian Natural History Museum where they were ferried there for a guided tour by the NUS volunteers. The programme ended on a sweet note where the seniors were presented with their granted wishes.



Service Highlights

Dance Channel Recital Performance



Dance Channel, known for their diverse array of dance disciplines, invited our seniors to their annual production on 9 June 2018 at School of the Arts Singapore. The music with the dance performance had the seniors feel young and alive again with some even seen grooving to the beat in their seats! Other than the dance performance, they were treated with photo booth, face painting and a sumptuous dinner. The seniors enjoyed themselves tremendously through this well-thought out fun and interesting experience.



Rejoicing in Serving: Story of Befriender Mdm Tiew



Mdm Tiew (second from left)

As one of our resident befrienders in REACH Senior Service, Mdm Tiew Sang Lai, 81, first joined our community in 2015 as she wanted to play an active role in reaching out to isolated and vulnerable seniors. Her main role involves making home visits every fortnight. In these visits, Mdm Tiew bonds with the seniors through chit chats, playing board games and exercising together at the fitness corner. These simple activities serve as a catalyst to encourage the seniors out of their houses to engage with the community.

"I have gained a lot of satisfaction when I witness how the life of these seniors improved gradually; their happiness is my happiness. I hope that our brothers and sisters in Christ will do likewise to step out and help these seniors in need." added Mdm Tiew with a beaming smile.

Even as we continue to enjoy increasing support from our seniors and partners, we are reminded to stay faithful to our mission; to engage our seniors in leading fulfilling lives in their golden years.

We hope to instil in our seniors the belief that they can still contribute to our society regardless of their age. We hope to inspire more seniors like Mdm Tiew to be good Samaritans, helping other elderly and in so doing, create a strong and resilient community of mutual support.

FINANCIAL REPORT

Nexia TS
Listening, Thinking, Growing, Asia.

Associated with



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 2018**

REACH COMMUNITY SERVICES SOCIETY

Annual Report
For the financial year ended 31 December 2018

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REACH COMMUNITY SERVICES SOCIETY

STATEMENT BY THE MANAGEMENT COMMITTEE

For the financial year ended 31 December 2018

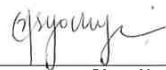
We, **Sia Siew Kien** and **Chan Hock Hui** on behalf of the Management Committee, do state that in our opinion, the financial statements set out on pages 6 to 25 are drawn up so as to give a true and fair view of the financial position of REACH Community Services Society (the "Society") as at 31 December 2018 and of the performance of 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

Singapore

06 April 2019

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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 2018, 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 25.

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 the Society as at 31 December 2018 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 the 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.

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**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 other 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 the 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.

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 skepticism 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 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 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.

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.

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REACH COMMUNITY SERVICES SOCIETY

BALANCE SHEET

As at 31 December 2018

	Note	2018 S\$	2017 S\$
ASSETS			
Non-current assets			
Property, plant and equipment	3	540,852	494,143
Current assets			
Cash and bank balances	4	8,507,227	7,678,198
Other receivables	5	276,183	213,939
		<u>8,783,410</u>	<u>7,892,137</u>
Total Assets		<u>9,324,262</u>	<u>8,386,280</u>
Current liabilities			
Other payables	6	735,281	656,245
		<u>8,588,981</u>	<u>7,730,035</u>
Net assets		<u>8,588,981</u>	<u>7,730,035</u>
Funds of the Society			
Total unrestricted funds	11	4,516,323	4,655,704
Total restricted funds	11	4,072,658	3,074,331
Total funds		<u>8,588,981</u>	<u>7,730,035</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 2018

	Note	Total unrestricted funds S\$	Total restricted funds S\$	2018 Total funds S\$	2017 Total funds S\$
Income from generated funds					
Donation – Tax deductible		946,864	204,505	1,151,369	1,412,574
Donation – Non-Tax deductible		325,981	115,295	441,276	131,135
Donation in kind		-	-	-	100
Total voluntary income		1,272,845	319,800	1,592,645	1,543,809
Investment income – Fixed deposit interest income		91,372	-	91,372	77,723
Income from charitable activities					
Programme revenue		97,974	2,249	100,223	102,027
Funding from MSF/ministries		58,726	2,043,675	2,102,401	1,980,484
Funding from NCSS		-	190,000	190,000	240
Funding from Tote Board		382,266	456,462	838,728	580,045
Funding from ComChest		-	89,069	89,069	82,495
Care & Share matching grant		-	-	-	914,815
Funding from other organisations		237,527	335,418	572,945	275,611
Total government subvention		678,519	3,114,624	3,793,143	3,833,690
Other income	10	64,124	67,213	131,337	133,215
Total income		2,204,834	3,503,886	5,708,720	5,690,464

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 2018

	Note	Total unrestricted funds S\$	Total restricted funds S\$	2018 Total funds S\$	2017 Total funds S\$
Expenditure:					
Fundraising costs		(102,420)	-	(102,420)	(134,545)
Employee compensation	7	(2,005,413)	(1,626,571)	(3,631,984)	(3,514,977)
Other staff related costs		(65,734)	(53,033)	(118,767)	(148,273)
Overheads		(176,834)	(96,258)	(273,092)	(229,983)
Programme expenses		(279,156)	(128,938)	(408,094)	(403,663)
Depreciation of property, plant and equipment	3	(95,486)	(207,421)	(302,907)	(498,306)
Allocation of corporate support costs		393,338	(393,338)	-	-
Write-off of property, plant and equipment		-	-	-	(1,948)
Total expenses from charitable activities		(2,229,285)	(2,505,559)	(4,734,844)	(4,797,150)
Audit costs		(6,740)	-	(6,740)	(8,010)
Annual General Meeting and related costs		(5,770)	-	(5,770)	(9,212)
Total governance costs		(12,510)	-	(12,510)	(17,222)
Total expenditure		(2,344,215)	(2,505,559)	(4,849,774)	(4,948,917)
Net (expenditure)/ income		(139,381)	998,327	858,946	741,547
Reconciliation of funds					
Total funds brought forward		4,655,704	3,074,331	7,730,035	6,988,488
Total funds carried forward		4,516,323	4,072,658	8,588,981	7,730,035

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 2018

Breakdown of Restricted Funds

	2018 Restricted Funds							Total restricted funds S\$
	<u>FSC fund</u> S\$	<u>HOPE fund</u> S\$	<u>ESU fund</u> S\$	<u>SWP fund</u> S\$	<u>YES fund</u> S\$	<u>PC2017</u> S\$	<u>C3A</u> S\$	
Income from generated funds								
Donation – Tax Deductible	7,530	-	-	-	-	-	196,975	204,505
Donation – Non Tax Deductible	32,003	-	16,540	-	-	-	66,752	115,295
Total voluntary income	39,533	-	16,540	-	-	-	263,727	319,800
Income from charitable activities								
Programme revenue	150	-	-	-	-	-	2,099	2,249
Funding from MSF/Ministries	1,716,340	280,980	(13,335)	3,186	56,504	-	-	2,043,675
Funding from NCSS	-	-	-	-	-	190,000	-	190,000
Funding from Tote Board	456,462	-	-	-	-	-	-	456,462
Funding from ComChest	91,291	-	(2,222)	-	-	-	-	89,069
Funding from other organisations	40,572	9,800	-	-	-	-	285,046	335,418
Total government subvention	2,304,665	290,780	(15,557)	3,186	56,504	190,000	285,046	3,114,624
Other income	55,498	11,715	-	-	-	-	-	67,213
Total income	2,399,846	302,495	983	3,186	56,504	190,000	550,872	3,503,886

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 2018

2018 Restricted Funds

	<u>FSC fund</u> S\$	<u>HOPE fund</u> S\$	<u>ESU fund</u> S\$	<u>SWP fund</u> S\$	<u>YES fund</u> S\$	<u>PC2017</u> S\$	<u>C3A</u> S\$	<u>Total restricted funds</u> S\$
Expenditure:								
Employee compensation	(973,504)	(250,630)	-	-	(53,703)	(127,518)	(221,216)	(1,626,571)
Other staff related costs	(42,013)	(11,020)	-	-	-	-	-	(53,033)
Overheads	(90,819)	(5,325)	-	-	-	-	(114)	(96,258)
Programme expenses	(83,307)	(10,616)	(1,288)	(25)	(2,415)	(4,080)	(27,207)	(128,938)
Depreciation of property, plant and equipment	(207,421)	-	-	-	-	-	-	(207,421)
Allocation of corporate support costs	(313,822)	(44,832)	-	-	-	-	(34,684)	(393,338)
Total expenses from charitable activities	(1,710,886)	(322,423)	(1,288)	(25)	(56,118)	(131,598)	(283,221)	(2,505,559)
Total expenditure	(1,710,886)	(322,423)	(1,288)	(25)	(56,118)	(131,598)	(283,221)	(2,505,559)
Net income / (expenditure)	688,960	(19,928)	(305)	3,161	386	58,402	267,651	998,327
Reconciliation of funds								
Total funds brought forward	3,150,584	(33,091)	(56,439)	(1,724)	(905)	-	15,906	3,074,331
Total funds carried forward	3,839,544	(53,019)	(56,744)	1,437	(519)	58,402	283,557	4,072,658

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 2018

Breakdown of Restricted funds

2018 C3A Funded Programmes

	<u>CBP-HKN</u> S\$	<u>CBP-TP</u> S\$	<u>CBP-Pioneer</u> S\$	<u>Café</u> S\$	<u>Little Kampong</u> S\$	<u>Total C3A Fund</u> S\$
Income from generated funds						
Donation – Tax Deductible	50,000	50,000	50,000	46,975	-	196,975
Donation – Non Tax Deductible	-	-	-	66,752	-	66,752
Total voluntary income	50,000	50,000	50,000	113,727	-	263,727
Income from charitable activities						
Programme revenue	-	-	-	2,099	-	2,099
Funding from other organisations	70,888	66,558	111,946	20,824	14,830	285,046
Total government subvention	70,888	66,558	111,946	20,824	14,830	285,046
Total income	120,888	116,558	161,946	136,650	14,830	550,872

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 2018

	2018 C3A Funded Programmes					
	<u>CBP-HKN</u> S\$	<u>CBP-TP</u> S\$	<u>CBP-Pioneer</u> S\$	<u>Café</u> S\$	<u>Little Kampong</u> S\$	<u>Total C3A Fund</u> S\$
Expenditure:						
Employee compensation	(50,112)	(50,112)	(93,612)	(13,440)	(13,940)	(221,216)
Overheads	(38)	(38)	(38)	-	-	(114)
Programme expenses	(7,448)	(3,934)	(14)	(14,743)	(1,068)	(27,207)
Allocation of corporate support costs	(12,000)	(12,000)	(10,684)	-	-	(34,684)
Total expenses from charitable activities	(69,598)	(66,084)	(104,348)	(28,183)	(15,008)	(283,221)
Total expenditure	(69,598)	(66,084)	(104,348)	(28,183)	(15,008)	(283,221)
Net income / (expenditure)	51,290	50,474	57,598	108,467	(178)	267,651
Reconciliation of funds						
Total funds brought forward	5,170	1,251	-	5,047	4,438	15,906
Total funds carried forward	56,460	51,725	57,598	113,514	4,260	283,557

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 2018

Legend:

- i) MSF : Ministry of Social and Family Development
- ii) NCSS : National Council of Social Service
- iii) Tote Board : Singapore Totalisator Board Social Service Fund
- iv) FSC : Family Service Centre
- v) HOPE : Home Ownership Plus Education
- vi) ESU : Enhanced STEP UP
- vii) SWP : Streetwise Programme
- viii) YES : Youth Enhanced Supervision
- ix) CBP-Pioneer : Community Befriending Programme – Pioneer
- x) CBP-HKN : Community Befriending Programme – Hong Kah North
- xi) CBP-TP : Community Befriending Programme – Tanjong Pagar
- xii) Café : Community Café
- xiii) C3A : Council for 3rd Age
- xiv) PC2017 : President Challenge 2017

The accompanying notes form an integral part of these financial statements

REACH COMMUNITY SERVICES SOCIETY

STATEMENT OF CASH FLOWS

For the financial year ended 31 December 2018

	Note	2018 S\$	2017 S\$
Cash flows from operating activities			
Net income for the financial year		858,946	741,547
Adjustments for:			
- Depreciation of property, plant and equipment	3	302,907	498,306
- Fixed deposit interest income		(91,372)	(77,723)
- Write-off of property, plant and equipment		-	1,948
Operating cash flows before changes in working capital		<u>1,070,481</u>	<u>1,164,078</u>
Other receivables		(65,577)	539,712
Other payables		79,036	129,895
Net cash flows generated from operating activities		<u>1,083,940</u>	<u>1,833,685</u>
Cash flows from investing activities			
Interest received		94,705	83,587
Additions to property, plant and equipment	3	(349,616)	(45,497)
Net cash (used in)/generated from investing activities		<u>(254,911)</u>	<u>38,090</u>
Net increase in cash and bank balances		829,029	1,871,775
Cash and bank balances at beginning of the financial year		<u>7,678,198</u>	<u>5,806,423</u>
Cash and bank balances at end of the financial year	4	<u>8,507,227</u>	<u>7,678,198</u>

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

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2018

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 under the Charities Act and the Society Act 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 National Council of Social Service ("NCSS") and an approved Institution of a Public Character ("IPC").

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 of the Society were authorised for issue by the Management Committee on 06 April 2019.

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.

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2018

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 2018

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 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. When the value of donations in kind cannot be estimated with sufficient reliability, this fact shall be disclosed in the notes to the financial statements.

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 and 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 2018

2. Significant accounting policies (continued)

2.7 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.

2.8 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 Statement of Financial Activities on a straight-line basis over the period of the lease.

2.9 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.

2.10 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.

2.11 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 programmes.

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2018

3. Property, plant and equipment

	Computers S\$	Furniture, fittings and equipment S\$	Renovation S\$	Total S\$
2018				
Cost				
Beginning of financial year	204,348	153,294	1,295,169	1,652,811
Additions	54,991	34,615	260,010	349,616
Write-off	(10,175)	-	-	(10,175)
End of financial year	249,164	187,909	1,555,179	1,992,252
Accumulated depreciation				
Beginning of financial year	159,759	66,598	932,311	1,158,668
Depreciation charge	27,899	29,793	245,215	302,907
Write-off	(10,175)	-	-	(10,175)
End of financial year	177,483	96,391	1,177,526	1,451,400
Net book value				
End of financial year	71,681	91,518	377,653	540,852
2017				
Cost				
Beginning of financial year	187,971	140,309	1,295,169	1,623,449
Additions	28,072	17,425	-	45,497
Write-off	(11,695)	(4,440)	-	(16,135)
End of financial year	204,348	153,294	1,295,169	1,652,811
Accumulated depreciation				
Beginning of financial year	125,424	39,986	509,139	674,549
Depreciation charge	46,030	29,104	423,172	498,306
Write-off	(11,695)	(2,492)	-	(14,187)
End of financial year	159,759	66,598	932,311	1,158,668
Net book value				
End of financial year	44,589	86,696	362,858	494,143

Some obsolete computers with zero net book value were written-off in 2018.

Whereas, some assets were written-off in 2017, for obsolete computers and to convert two centres' CCTV system to digital system for standardization across all centres. The net book value of the write-off of \$1,948 was recognised in the Statement of Financial Activities.

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2018

4. Cash and bank balances

	2018 S\$	2017 S\$
Cash at bank and on hand	707,227	2,416,302
Short-term fixed deposits	7,800,000	5,261,896
	<u>8,507,227</u>	<u>7,678,198</u>

Short-term fixed deposits bear interest rates ranging from 1.05% to 2.10% (2017: 1.20% to 1.38%) per annum, with tenure periods ranging from 3 months to 12 months (2017: 10 months to 12 months).

5. Other receivables

	2018 S\$	2017 S\$
Receivables for services provided	226,461	163,636
Fixed deposit interest receivable	23,397	26,730
Prepayments	20,361	22,084
Deposits (refundable)	5,964	1,489
	<u>276,183</u>	<u>213,939</u>

6. Other payables

	2018 S\$	2017 S\$
Accruals for staff performance bonus	301,989	308,200
Accruals for Central Provident Fund contribution	161,514	158,521
Accruals for unutilised leave	36,729	35,734
Funds received in advance	93,373	115,343
Amount due to supplier	98,804	-
Others	42,872	38,447
	<u>735,281</u>	<u>656,245</u>

7. Employee compensation

	2018 S\$	2017 S\$
Gross salaries	2,642,216	2,514,359
Bonus	510,944	530,066
Employer's contributions for Central Provident Fund	478,824	470,552
	<u>3,631,984</u>	<u>3,514,977</u>

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2018

7. Employee compensation (continued)

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

	2018	2017
Number of employees in bands		
- Between \$100,000 to \$200,000	3	3

8. Related party transactions

Key management personnel annual remuneration is as follows:

	2018 S\$	2017 S\$
Gross salaries	\$294,365	315,810
Bonus	\$61,886	94,730
Employer's contribution to Central Provident Fund	\$38,498	42,213
	<u>\$394,749</u>	<u>452,753</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 community partnership 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:

	2018 S\$	2017 S\$
Donation received	240,000	240,000
Fees paid	<u>(54,216)</u>	<u>(67,960)</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 payable under non-cancellable operating lease contracted for at the balance sheet date but not recognised as liabilities, are as follows:

	2018 S\$	2017 S\$
Not later than one year	9,507	9,507
Between one and five years	7,790	17,297
	<u>17,297</u>	<u>26,804</u>

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2018

10. Other income

	2018 S\$	2017 S\$
Government grants and rebates	95,257	90,712
VCF grants	28,070	12,132
Miscellaneous income	8,010	30,371
	<u>131,337</u>	<u>133,215</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:

	2018 S\$	2017 S\$
Unrestricted fund		
Balance at beginning of the financial year	4,655,704	3,924,147
Net (expenditure)/income for the financial year	(139,381)	731,557
Balance at end of the financial year	<u>4,516,323</u>	<u>4,655,704</u>
Total unrestricted fund expenditure	2,344,215	2,433,128
Reserves ratio	<u>1.93</u>	<u>1.91</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 total unrestricted fund balances at the end of the financial year divided by total unrestricted fund expenditure for the financial year.

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

	2018 S\$	2017 S\$
FSC fund	3,839,544	3,150,584
HOPE fund	(53,019)	(33,091)
ESU fund	(56,744)	(56,439)
SWP fund	1,437	(1,724)
YES fund	(519)	(905)
PC 2017 fund	58,402	-
C3A fund	283,557	15,906
Total restricted funds	<u>4,072,658</u>	<u>3,074,331</u>

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2018

11. Funds movement (continued)

2018 Restricted funds movement

	<u>FSC Fund</u> S\$	<u>HOPE fund</u> S\$	<u>ESU fund</u> S\$	<u>SWP fund</u> S\$	<u>YES fund</u> S\$	<u>PC2017</u> S\$
Balance at beginning of the financial year	3,150,584	(33,091)	(56,439)	(1,724)	(905)	-
Net income/(expenditure) for the financial year	688,960	(19,928)	(305)	3,161	386	58,402
Balance at end of the financial year	3,839,544	(53,019)	(56,744)	1,437	(519)	58,402

2017 Restricted funds movement

	<u>FSC Fund</u> S\$	<u>HOPE fund</u> S\$	<u>ESU fund</u> S\$	<u>SWP fund</u> S\$	<u>YES fund</u> S\$	<u>PC2017</u> S\$
Balance at beginning of the financial year	3,016,006	-	2,502	-	-	-
Net income for the financial year	134,578	(33,091)	(58,941)	(1,724)	(905)	-
Balance at end of the financial year	3,150,584	(33,091)	(56,439)	(1,724)	(905)	-

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2018

11. Funds movement (continued)

2018 Restricted funds - C3A fund movement

	<u>CBP-HKN</u> S\$	<u>CBP-TP</u> S\$	<u>CBP-Pioneer</u> S\$	<u>Cafe</u> S\$	<u>Little Kampong</u> S\$	<u>Total C3A</u> S\$
Balance at beginning of the financial year	5,170	1,251	-	5,047	4,438	15,906
Net income/(expenditure) for the financial year	51,290	50,474	57,598	108,467	(178)	267,651
Balance at end of the financial year	56,460	51,725	57,598	113,514	4,260	283,557

2017 Restricted funds - C3A fund movement

	<u>CBP-HKN</u> S\$	<u>CBP-TP</u> S\$	<u>CBP-Pioneer</u> S\$	<u>Cafe</u> S\$	<u>Little Kampong</u> S\$	<u>Total C3A</u> S\$
Balance at beginning of the financial year	-	-	-	-	-	-
Net income for the financial year	5,170	1,251	-	5,047	4,438	15,906
Balance at end of the financial year	5,170	1,251	-	5,047	4,438	15,906

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2018

11. Funds movement (continued)

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.

The HOPE fund is restricted to the Home Ownership Plus Education programme.

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 with attendance issues as well as out of school youths.

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.

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.

PC2017 is the President Challenge 2017 awarded to fund youth leadership development.

The CBP fund is restricted for use in the Community Befriending Programme (CBP), a Ministry of Health (MOH) initiated programme that aims to provide structured befriending services and psycho-social support for vulnerable elderly through volunteers in the community. It is funded from the Silver Volunteer Fund, administered by the Council for Third Age (C3A). The Society runs CBP for 3 constituencies, namely Hong Kah North, Tanjong Pagar and Pioneer.

Café is the Community Café programme funded by C3A to promote senior volunteerism to serve healthy meals for seniors in the community.

Our Little Kampong is an information technology (IT) literacy programme for seniors, funded by C3A.

Funding of deficit in restricted fund

For any deficit that arose in a restricted fund at the end of the financial year, the Management Committee reserves the right to transfer funds from the unrestricted funds to cover the deficit in the financial year. This is provided that the unrestricted funds has adequate accumulated surplus for the transfer to take place.

12. Fund raising appeal

During the financial year, the Society has complied with the requirements of Regulation 15 of the Charities (Institutions of a Public Character) Regulations.

Simply scan to make a contribution today!



"FOR IT IS IN GIVING
THAT WE RECEIVE"

St. Francis of Assisi

Check out the available volunteering opportunities!



ACKNOWLEDGEMENTS

Mr CHONG Kee Hiong, Member of Parliament, Bishan - Toa Payoh GRC

Dr. Amy KHOR, Senior Minister of State for the Environment and Water Resources

Mr Desmond LEE, Minister for Social and Family Development and Second Minister for National Development

Ms LOW Yen Ling, Senior Parliamentary Secretary, Ministry of Education & Ministry of Manpower, Mayor, South West District

Ms SIM Ann, Senior Minister of State, Ministry of Communications and Information & Ministry of Culture, Community and Youth

Mrs Josephine TEO, Minister for Manpower and Second Minister for Home Affairs

Academy of Solutions-Focused Training

ACC Finance Corpserve Private Limited

ACI Singapore

Agency for Integrated Care

Air Products Singapore Industrial Gases Pte Ltd

AMKFSC Community Services - COMNET Senior Services

Andrew and Grace Home

Bendeemer Secondary School

Bishan Community Club

Bishan Community Club Youth Executive Committee

Bishan East Community Sports Club

Bishan Neighbourhood Police Centre

Bishan North Community Club

Cargill International Trading Pte Ltd

Central Narcotics Bureau

Central Singapore Community Development Council (CDC)

Citrus Media Pte Ltd

Community Chest

Credit Bureau (Singapore) Pte Ltd

Dance Channel Singapore

Dunearn Secondary School

Eagle Infotech Consultants Pte Ltd

Far East Organization

Food From The Heart

Football Association of Singapore

Gammon Pte Limited

Gobbler Pte Ltd

Golden Flower International Pte Ltd

Grace Assembly Of God

Guangyang Secondary School

HCSA Community Services - Dayspring Residential Treatment Centre

HDB Bishan Branch Office

Health Promotion Board

Heartware Network

HP Singapore (Private) Limited

Hong Kah North Community Club

Hougang United Football Club

Kembangan Chai Chee Community Sports Club

Keppel Club

Kovan Sports Centre

Kuo Chuan Presbyterian Secondary School

Lee Foundation

Maritime and Port Authority of Singapore

Millennium 3 Building Products Pte Ltd

Ministry of Culture, Community & Youth

Ministry of Health

Ministry of Social and Family Development

Nanyang Inc Pte Ltd

National Council of Social Service

National Healthcare Group

National Library Board

National Youth Council

North East Community Development Council (CDC)

PAP Community Foundation

People's Association

Pioneer Community Sports Club

Potong Pasir Community Club

Power Partners Pte Ltd

PPIS Family Service Centre

Queenstown Secondary School

Raffles Institution

Seng Choon Engineering Pte Ltd

SeraphCorp Institute

Shangri-La Hotel, Singapore

SHINE Children & Youth Services

Singapore After-Care Association

Singapore Anglican Community Services

Singapore Boys' Hostel

Singapore Dragonboat Association

Singapore Police Force Central Division

Singapore Police Force Jurong Division

Singapore Police Force Tanglin Division

Singapore Prison Service

Singapore Sports Hub

Social Service Office @ Toa Payoh

South West Community Development Council (CDC)

SportCares Foundation

Sumitomo Chemical Asia Pte Ltd

Swiss Cottage Secondary School

Tanjong Pagar-Tiong Bahru Consistuecy Office

TeamBuild Construction (Pte) Ltd

Teens Network (T-Net) Club @ Macpherson

The Boy's Brigade in Singapore

The Council for Third Age, C3A

The Fullerton Hotel Singapore

The Institute of Mental Health

The International Coach Federation Singapore Chapter

The Methodist Church in Singapore

The MoneySENSE-Singapore Polytechnic Insitute For Financial Literacy

Singapore Press Holdings Ltd (SPH)

The Straits Times School Pocket Money Fund

Thye Hua Kwan Moral Charities (THKMC)

Tote Board (Singapore Totalisator Board)

TOUCH Community Services - TOUCH Cyberwellness (TCW)

TRAXX Payments Pte Ltd

Trinity Annual Conference - Women's Society of Christian Service (WSCS)

TTJ Design and Engineering Pte Ltd

Zion Bishan Bible-Presbyterian Church

AND all other corporate partners, donors and volunteers.

Engaging the Community is one of Grace Assembly of God's five strategic thrusts. As a missional church, Grace Assembly of God hopes to reach out and touch the lives of the least, the lost and the lonely in our community.

With this purpose in mind, Grace Assembly of God set up its social service arm, REACH Community Services Society (RCSS), in 1999. We are grateful that RCSS has since grown over the years and is still expanding its programmes to help more people in need.

Through RCSS, we are privileged to work hand in hand with different partners as we continue to demonstrate God's love and impact the lives of those in the community.



GRACE I

GRACE I SERVICES:

SATURDAY 1.30PM

Hokkien Service

SATURDAY 5PM

Young Adults & Young Professionals (YAYP) Service

Cantonese Service

Elevate @ R-AGE Youth (15-19 Yrs Old)

SUNDAY 9AM

English Service

Mandarin Service

Shine @ Grace Kids (7-10 Yrs Old)

Sparkle @ Grace Kids (3-6 Yrs Old)

SUNDAY 11.15AM

English Service

Filipino Service

Emerge @ R-AGE Youth (11-14 Yrs Old)

Shine @ Grace Kids (7-10 Yrs Old)

Sparkle @ Grace Kids (3-6 Yrs Old)

SUNDAY 5PM

Khush Khabri Fellowship

GRACE II SERVICES:

SATURDAY 2PM

Elevate @ R-AGE Youth (15-19 Yrs Old)

SATURDAY 5PM

English Service

Grace Kids (4-10 Yrs Old)

SUNDAY 9AM

English Service

Mandarin Service

Shine @ Grace Kids (7-10 Yrs Old)

Sparkle @ Grace Kids (3-6 Yrs Old)

SUNDAY 11.15AM

English Service

Hokkien Service

Emerge @ R-AGE Youth (11-14 Yrs Old)

Shine @ Grace Kids (7-10 Yrs Old)

Sparkle @ Grace Kids (3-6 Yrs Old)

SUNDAY 1.30PM

Filipino Service



GRACE II



Grace Assembly Of God

GRACE ASSEMBLY OF GOD

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Grace II: 1 Bukit Batok West Avenue 4 Singapore 659125

Tel: +65 6410 0800

Email: church@graceaog.org

Website: www.graceaog.org

 www.facebook.com/graceaogsingapore

 www.instagram.com/graceag1950

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Family Service Centre @ Sin Ming

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T: 6801 0703 E: family@reach.org.sg

YOUTH

Youth Powerhouse @ Bukit Batok

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Counselling Centre @ Shunfu

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SENIOR

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