



SALT  
AND  
LIGHT

**CREATING IMPACT**

ANNUAL REPORT 2019

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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.



“ You are the salt of the earth; but if the salt loses its flavor, how shall it be seasoned?... You are the light of the world. A city that is set on a hill cannot be hidden. Nor do they light a lamp and put it under a basket, but on a lampstand, and it gives light to all who are in the house. Let your light so shine before men, that they may see your good works and glorify your Father in heaven.

Matthew 5:13a, 14-16 NKJV

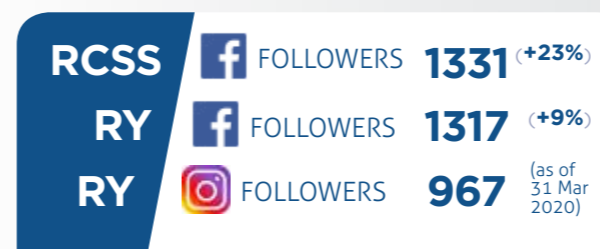
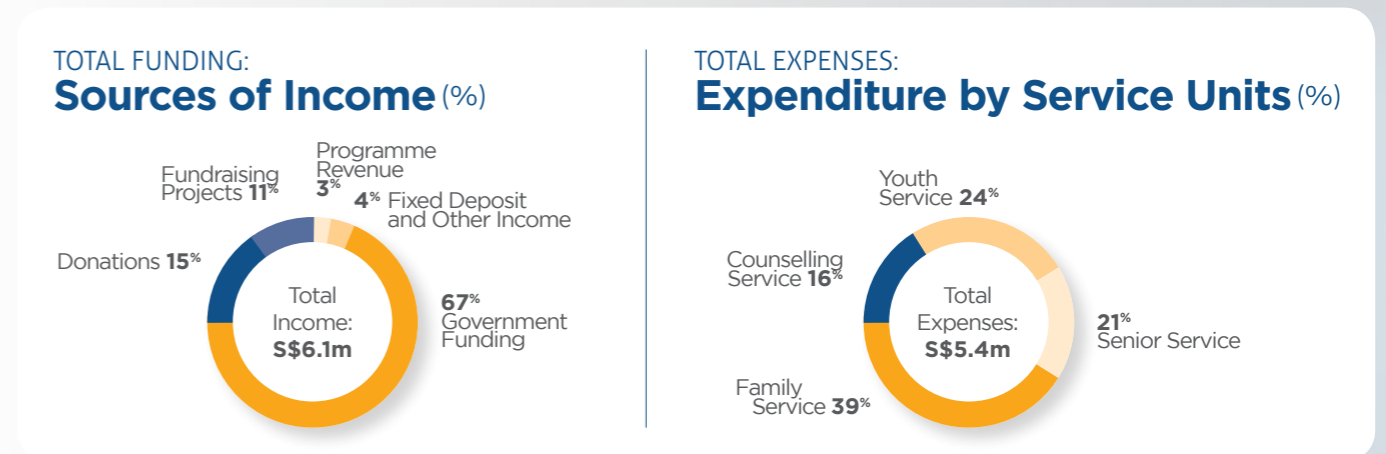
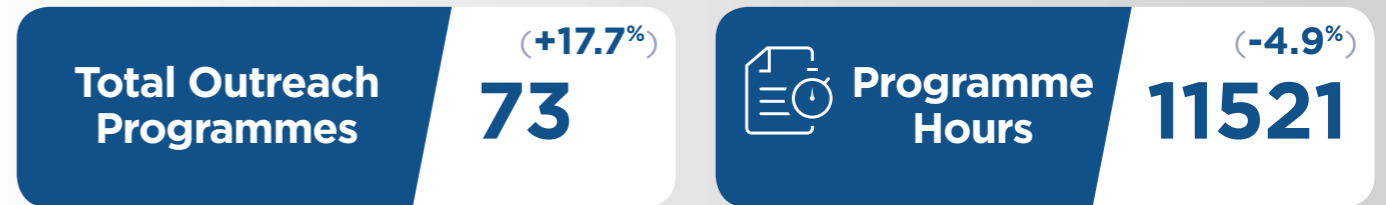
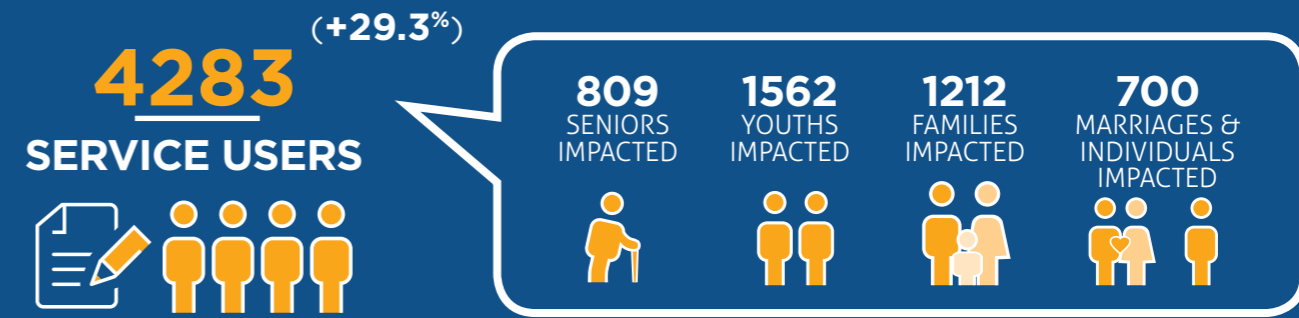
Both Salt and Light are essentials of life and have a significant impact on the world: salt seasons, preserves and purifies; light guides, brings clarity and hope.

“Salt & Light: Creating Impact” is illustrated through the image of an unidentified person who offers to be a beacon of hope, by being the Salt & Light in the lives of our clients and service users.

The surrounding atmosphere is dark and seemingly oppressive, which typifies the world many of our clients feel they are in, weighed down by a deep sense of lost and hopelessness as they are swarmed by their circumstances and challenges.

Clad in an attire likened to a farmer working in the field, the image exemplifies a worker sowing seeds in the Community and at the same time ploughing through difficult periods alongside individuals and families. The illuminated salt symbolises flavour, clarity and hope which he brings to the Least, the Lost and the Lonely.

This worker represents REACH Community Services, fulfilling our vision to embody the Parable of the Good Samaritan by Creating Impact as the Community’s Salt & Light.



# MANAGEMENT COMMITTEE AND GOVERNANCE



Front Row From Left: Michael Lai, Thomas Ow Yong, Lam Kun Kin, Sin Lye Kuen, Goh Lay Fong  
Back Row From Left: Jimmy Yap, Chia Mei Mei, Chan Hock Hui, Soon Kim Tat

POSITION	NAMES
<b>President:</b>	Thomas Ow Yong
<b>Vice-President:</b>	Sin Lye Kuen
<b>Honorary Secretary:</b>	Chia Mei Mei
<b>Honorary Treasurer:</b>	Goh Lay Fong
<b>Committee Members:</b>	Chan Hock Hui
	Jimmy Yap
	Lam Kun Kin
	Michael Lai
	Soon Kim Tat

POSITION	NAMES
<b>Sub-committee members</b>	
<b>Audit:</b>	Sin Lye Kuen Jimmy Yap
<b>Human Resource:</b>	Chia Mei Mei Chan Hock Hui Eunice Ng
<b>Finance &amp; Fund Raising:</b>	Lam Kun Kin Goh Lay Fong
<b>Strategic Development &amp; Programmes:</b>	Thomas Ow Yong Soon Kim Tat Michael Lai

## Remuneration disclosure

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:

Number of employees:	FY2019	FY2018
Between \$100,000 and \$200,000	2	3
Between \$200,001 and \$300,000	1	0

The Society discloses that there is no paid staff who are close members of the family of the Chief Executive or Management Committee member, who receives more than \$50,000 during the year.

# MANAGEMENT COMMITTEE AND GOVERNANCE



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

## 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.

The report may be made in writing by email to [whistleblow@reach.org.sg](mailto:whistleblow@reach.org.sg)

The report will be attended to by only below 2 persons:

	President	Chairman, Audit Committee
Name	Mr Thomas Ow Yong	Mr Sin Lye Kuen

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 2019

MC TERM 2019/2021	ATTENDANCE / NO OF MEETINGS	MC TERM 2017/2019	ATTENDANCE / NO OF MEETINGS
Thomas Ow Yong	2/2	Sia Siew Kien	2/2
Sin Lye Kuen	1/2	Jefferson Lee	2/2
Chia Mei Mei	2/2	Chan Hock Hui	2/2
Goh Lay Fong	2/2	Jimmy Yap	2/2
Chan Hock Hui	2/2	Eunice Ng	2/2
Jimmy Yap	1/2	Lam Kun Kin	2/2
Lam Kun Kin	2/2	Eugene Ong	2/2
Michael Lai	2/2	Soon Kim Tat	2/2
Soon Kim Tat	2/2	Kenneth Eng	2/2
		Sin Lye Kuen	2/2

# MESSAGE FROM THE PRESIDENT



“ Just as Salt brings out the best flavours in food, and Light illuminates a space with hope and warmth, RCSS seeks to represent the Church, and the caring and compassionate nature of God in the Community through the work it does. ”

**Thomas Ow Yong**  
President, REACH Community Services

For a young person, the 21st birthday is a key milestone in life, as it signifies a crossover from a youth to an adult. Established in 1998, REACH Community Services Society (RCSS) celebrated this exciting coming of age year with the official opening of her 2 new Community Touchpoints, a new Family Service Centre Branch at Sin Ming, and a new Senior Centre at Bukit Gombak Vista.

With the growth in footprint, each of the 4 Services, namely Family, Counselling, Youth and Senior, is now able to host more and better programmes, and touch and impact more people. Just as Salt brings out the best flavours in food, and Light illuminates a space with hope and warmth, RCSS seeks to represent the Church, and the caring and compassionate nature of God in the Community through the work it does. The total number of service users REACHED and impacted in 2019 crossed 4283, a 29.3% increase from 2018.

As President of the RCSS Management Committee since 2019, and Vice President in 2015/2016, I am a witness to RCSS's journey through several challenges and crossing of several significant milestones. The hand of God is guiding, and the favor of God is on RCSS— just as it has been over the past 21 years, and will continue to be, as this youth takes her first steps into adulthood. We look forward to what is to come in the road ahead.

As we rejoice over the goodness of God to RCSS this past year, we want to also thank the Church, our team of dedicated staff and volunteers, Government Agencies, generous donors, Community and Corporate partners for your unwavering support. RCSS looks to your continual support as we continue to power ahead to fulfill our mission and vision as the Salt & Light, and to Create a greater Impact in the Community.

# MESSAGE FROM THE CHIEF EXECUTIVE



“ RCSS strives to adapt to changing trends and evolving social issues, by staying current, relevant, and creating a niche for each Service to create impact. ”

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

2019 was another memorable and impactful year for REACH Community Services Society (RCSS). I would like to thank our mighty God His favor, and a big appreciation to all our donors, partners, and volunteers for journeying the year with us.

We established two new centres in the course of the very busy year. The Family Service Centre @ Sin Ming enables us to bring a comprehensive slate of social services closer to the residents at Bishan North, while our new Senior Centre @ Bukit Gombak Vista provides another platform to better engage the Community in Hong Kah North, Bukit Batok, Bukit Gombak and Choa Chu Kang.

In tandem with the growth in footprint and services to outreach a bigger community, we also increased RCSS fulltime staff strength to share the additional load, closing the year with a staff strength of 63 distributed over 6 locations. Much effort was invested in organizational development, staff capability building, and strengthening our work processes and corporate governance to prepare the organization for the next phase of growth.

RCSS was honoured to receive several accolades in 2019. In the Youth Service we have increased our participation in youth rehabilitative and restorative work with the Reformatory Training Centre. We are pleased that in recognition of our contributions, we were awarded a token of appreciation at the Singapore Prison Service Volunteers Awards Ceremony 2019 for the second year.

RCSS was also recognised by National University of Singapore (NUS) for supporting NUS field education for 10 consecutive years. We endeavor to partner closely with NUS to prepare students for their social work profession, by offering internship opportunities for first-hand groundwork experience.

RCSS strives to adapt to changing trends and evolving social issues, by staying current, relevant, and creating a niche for each Service to create impact.

To further engage and empower the seniors, a new initiative, Bistro 1-3-5, was birthed. A pilot programme trialed at our new Senior Centre @ Bukit Gombak Vista, Bistro 1-3-5 trains, prepares and motivates Senior volunteers to serve other seniors, and empower them to engage the community meaningfully. Beyond just offering a premium omakase experience, Bistro 1-3-5 also offers opportunities to inspire even more seniors to give back to the Community. Great food and beverage are not the ends in themselves, but they provide the platform for building meaningful and mutually supportive care networks in the Community.

Many caregivers for older persons, especially loved ones suffering dementia, depression or other progressive degenerative diseases, are often ill-prepared to handle the challenge, and take on the tasks with little support, understanding or recognition of the difficulties they undergo in their caregiving journey. This often has negative impacts on the caregiver's long-term health and mental wellness.

To address this need, Silver Station @ Bukit Gombak Vista initiated her Caregiver Support Group (CSG) on a monthly basis. To find more adaptive ways of coping when the going gets tough and to facilitate self-care, CSG provides training and support to the caregivers to be better prepared at the earlier stage while providing respite care for the demented seniors.

We continue to evolve as the social service landscape changes along with a generally ageing population. We want to thank you for supporting and encouraging us on this journey, and for choosing to share our vision of Touching Hearts and Reaching Lives. Your contributions have made our REACH mission possible for the past 21 years. Moving forward we call for your continuous support to continue to thrive as we live out this vision of creating impact as the Salt and Light in this Community!

# REACH FAMILY SERVICE



“ REACH Family Service continues to place large emphasis on equipping our staff with the core skills in counselling, mental health, family violence and children work.

Grace Lee  
Head, REACH Family Service



Social Work has come a long way in ensuring that we as professionals are fully equipped with the skills and competencies to provide an efficient service delivery. REACH Family Service Centre (FSC) continues to place large emphasis on equipping our staff with the core skills in counselling, mental health, family violence and children work. Hence, our FSC has continuously organized in-house trainings conducted by the Institute of Mental Health and National University of Singapore continuing education and trainers, in their specialized areas in family violence and therapeutic play modalities. Professional development and competencies remain an integral part of our work.

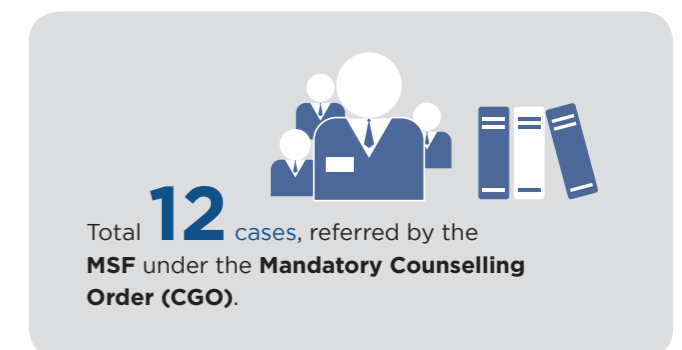
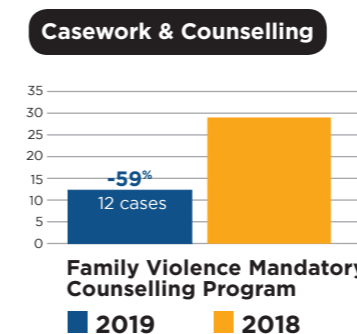
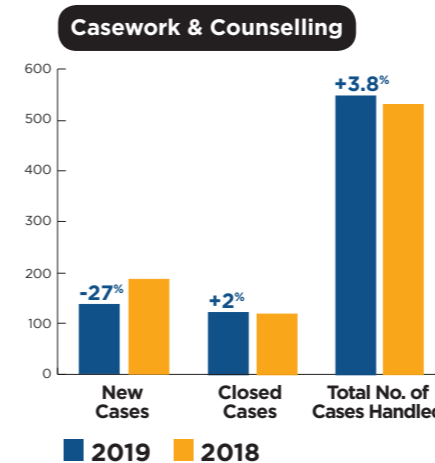
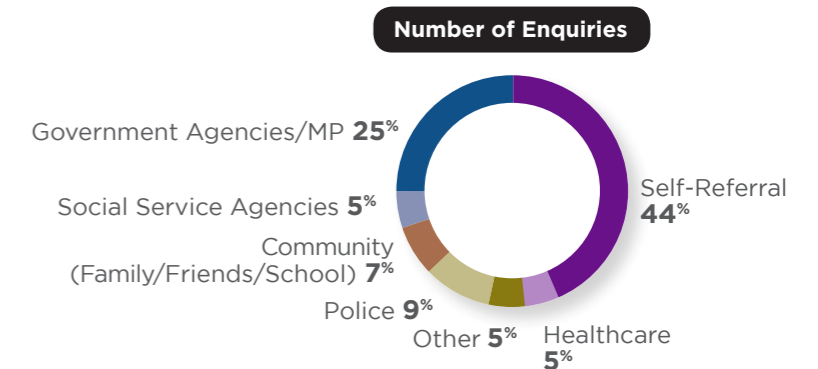
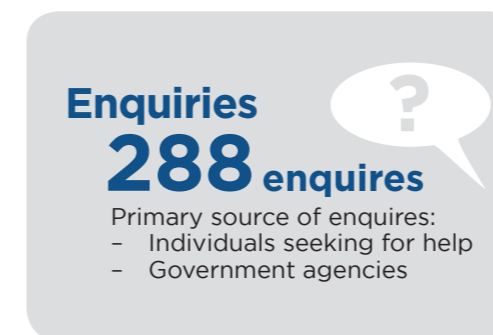
REACH FSC has taken a step further in ensuring every staff is well-trained for their roles - including our Supervisors who provide supervision to our staff. An in-house training in clinical supervision skills was conducted to ensure that our supervisors are well-

equipped in their skills. We also have plans to roll out clinical supervision in therapeutic play in 2020 as our staff endeavour to engage children using different therapeutic play modalities.

2019 saw the milestone opening of our new branch at Sin Ming - REACH FSC@ Sin Ming. This marks our commitment to reach out to more residents in the community in Bishan North and Sin Ming. Residents no longer need to travel to our main FSC branch at Bishan to receive services, which naturally allows us to foster a closer and stronger working relationship with them and the wider community.

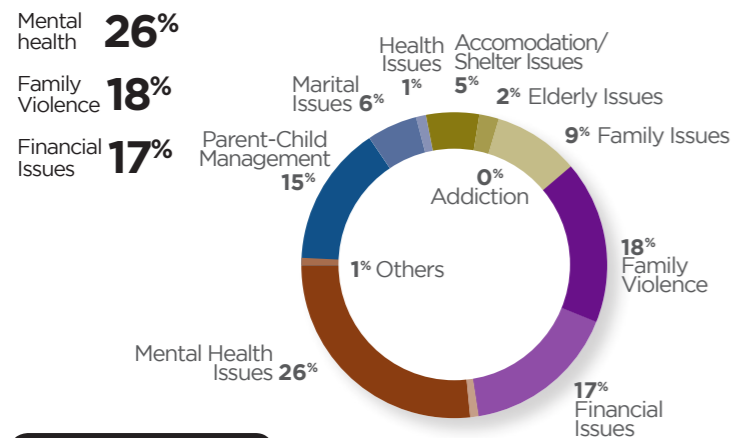
Finally, as we strive to stay focused on our core services and meeting our desired outcomes, we need to remember that every person who walks into our FSC represents an opportunity to touch more lives, through our service of heart and love.

## MAIN STATISTICS FOR 2019



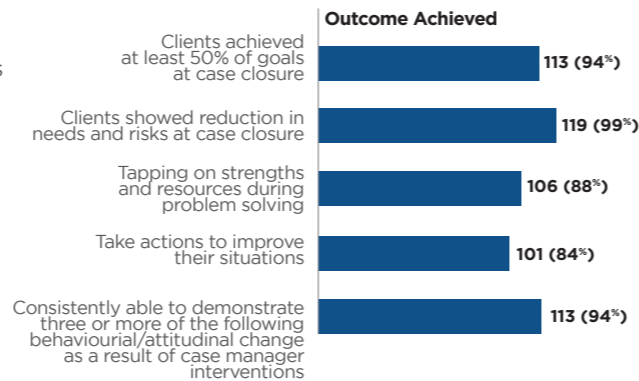
**Types of Cases in 2019**

**Top 3 Presenting Issues:**



**Case Closure - Outcome Achieved**

Based on the outcome indicators, clients generally  
 a) Were able to better manage their challenges  
 b) Achieved good outcomes



**Official Opening of REACH Family Service Centre @ Sin Ming**

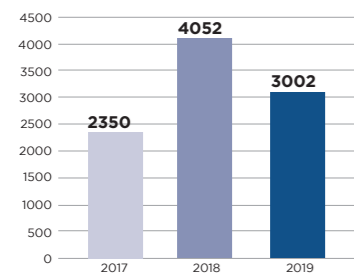
13 September 2019 marked the grand opening of REACH Community Service Society's (RCSS) sixth touchpoint – Family Service Centre (FSC) @ Sin Ming. As a satellite Centre to the main FSC branch at Bishan, FSC @ Sin Ming attends to the needs of residents living in the Sin Ming and Thomson estates.

The event was graced by Minister for Manpower & Second Minister for Home Affairs and Member of Parliament for Bishan-Toa Payoh GRC, Mrs Josephine Teo, and saw a turnout of more than 60 guests consisting of pastors from Grace Assembly of God, members of the RCSS Management Committee, directors from the Ministry of Social & Family Development and National Council of Social Service, as well as other stakeholders who have been working closely with the team from REACH Family Service. Guests were invited to partake in an interactive art activity, allowing them to leave their mark in the FSC.

REACH Family Service looks forward to engage the Sin Ming and Thomson communities more meaningfully.



**Community Outreach**



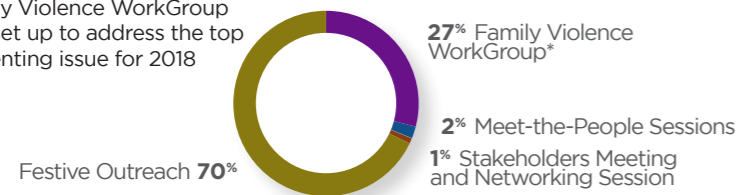
**Community Work and Groupwork**

Besides casework and counselling, REACH Family Service also tapped on the strengths of community work and groupwork to help meet our clients' need in a holistic manner.

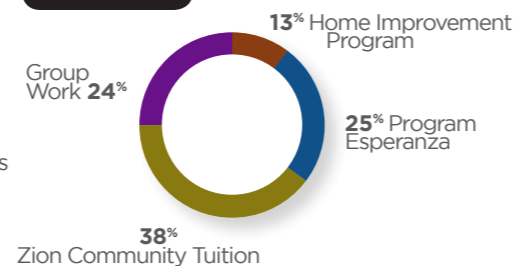
A total of **3002** residents were engaged, **25%** decrease from 2018, as the Outreach team realigned their goals to focus on quality interactions instead.

**Community Outreach**

\* Family Violence WorkGroup was set up to address the top presenting issue for 2018



**Beneficiaries**



**Story of Mr Chua : A New Lease of Life**

Mr Chan is a single senior who had been residing with 2 other siblings for years. Unfortunately in 2019, he had a major conflict with his siblings and sustained physical injuries. He was placed in a temporary shelter, then referred to REACH FSC in hopes of working out long-term accommodation.

When he first came to REACH FSC, Mr Chan was facing several issues simultaneously, including lack of income due to unemployment and received only a minimal CPF payout for daily expenses; legal woes due to the high accumulation of outstanding bills and involvement in an impersonation scam, lack of familial support due to estranged relationships with his siblings, and constant worries about his future as a senior.

Fortunately, Mr Chan was highly receptive and cooperative with his FSC caseworker from whom he learnt to manage his finances more prudently by setting aside a sum of money each month to clear his outstanding bills. He also worked closely with the caseworker to apply for Public Rental housing and seek employment.

By the end of 2019, Mr Chan successfully applied for the rental unit where he is residing now. He has also found a job as a cleaner in the vicinity and with his newfound optimistic attitude towards life, he is determined to continue working long-term to keep himself meaningfully engaged.

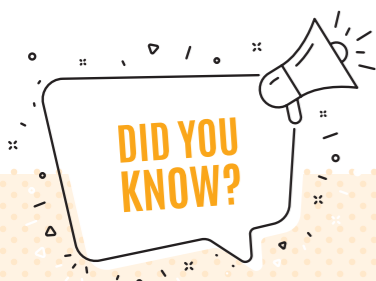
## Programme Esperanza (PE)

With a primary focus on character development, Programme Esperanza (PE) aims to support the holistic development and growth of our service users—namely, school-going children aged 7-12 from low-income and multi-stressed families. In 2019, a total of 15 participants enrolled in this programme. Out of which, 66% attended the sessions regularly and 78% expressed satisfaction with the programme.

In trying to build resilience and positive character, PE explored topics such as decision-making and emotional awareness, as well as life skills like time management. Celebrations were also conducted at the end of the two semesters to affirm the participation of the beneficiaries and efforts contributed by Project Oval, the volunteer project team from Raffles Institution. During

the second end-of-semester celebration, the Programme collaborated with Limitless to plan a unique bouldering experience for the beneficiaries. Through the event, beneficiaries were able to step out of their comfort zones and some even showed potential in the sport.

Volunteers play an essential role in the programme, contributing significantly to PE's ongoing efforts in mentoring our beneficiaries. PE 2019 would not have been possible without the support of Project Oval.



**Programme Esperanza is held from 6.45pm to 8.45pm on Friday evenings, as most parents are only able to bring their children for programmes after work. However, we observed that the children participants were often hungry due to the lack of a proper dinner. Hence, our team made arrangements to provide dinner for the participants to ensure that their basic needs are met prior to engaging in character development activities.**

## Zion Community Tuition

Since 2017, REACH Family Service has been collaborating with Zion Presbyterian Church to provide tuition support for disadvantaged children and youth. This year, a total of 19 beneficiaries received academic support from this partnership. An end-of-semester celebration was conducted in May, where beneficiaries, parents and their respective tutors came together for a time of fellowship over food and games. Some beneficiaries also bravely took the microphone to express their heartfelt thanks to their tutors who had patiently guided them in their academics.

**"THIS YEAR, A TOTAL OF 19 BENEFICIARIES RECEIVED ACADEMIC SUPPORT FROM THIS PARTNERSHIP."**



## Residents & Stakeholders Engagement

REACH Family Service is committed to ensuring our community continues to thrive by engaging both residents and stakeholders meaningfully. Part of doing so requires the team to conduct regular outreach activities to spread awareness and identify the needs of the community. However, all these efforts are labour- and time-intensive. In 2019, the team was blessed to have corporate partners such as Standard Chartered Bank and Lunch Actually Group, who volunteered their time to participate in our quarterly festive outreach events and help spread the festive cheer to our residents. With their help, the Family Service was able to reach out to over 2000 units across Bishan, Shunfu, Sin Ming and Thomson in 2019.

On the professional front, we have teamed up with the Regional Service Team from Social Service Office @ Bishan on several occasions. Together, we co-hosted the quarterly stakeholders' meeting and networking session, where stakeholders come together and discuss ways to serve the community more effectively. We look forward to more of such collaborations in 2020!

## Collaborations with Partners and Volunteers

Besides engagement with residents and stakeholders, REACH Family Service outreach team has constantly sought opportunities to collaborate with partners and volunteers to conduct events for our clients. One of our key initiatives is the food ration support. By working with Food From The Heart, a food distribution programme, our Centre is able to better meet the demand for food ration. To date, this programme supplies food rations to 70 families per month.



The programme is further supported by a group of dedicated volunteers from Grace Assembly of God. Together with his cell group, Mr Michael Lai and his cell group have been serving our residents for more than 3 years. Each month, their team provides funds to purchase daily necessities for a group of clients comprising elderly and people with disabilities. Beyond just financial support, they also hand-deliver the items to the clients' homes and spend some time with them.



The outreach team was also grateful to have student-volunteers from the schools in the neighbourhood and Singapore Polytechnic to help make our Home Improvement Programme possible. Students came to help in cleaning and repainting of the flats. With their efforts, we were able to revamp 7 rental units in our area.

## Institute of Mental Health (IMH) Training

REACH FSC team organised an in-house training on mental health issues conducted by practitioners from Institute of Mental Health. The 8-day training covered topics on assessment, intervention and psychopharmacology for general mental health conditions, to equip participants with the relevant knowledge and skills in working with clients facing mental health issues. The training concluded with a visit to IMH for ward observation, to get familiarised with the facilities and resources at IMH for both patients and caregivers.



## GROUP WORK -Parenting Support Group

Group Work supports clients whose needs and issues can be met through group processes, in conjunction with Casework & Counselling's individual casework interventions.

In 2019, Group Work conducted psycho-education cum support group sessions for parents with children aged below 12.

Topics covered over 7 sessions:

- Parents as Character Coaches
- Positive Discipline
- Empowering Parents, Confident Children
- Strengthen Parent-Children Relationships
- Connecting in Love
- Managing your Children's Screen Usage



"I CAME WITH AN OPEN MIND AND I AM GLAD WE CAME. IT MADE A BIG DIFFERENCE TO OUR PARENTING JOURNEY. I AM SURE OUR KIDS CAN SEE IT."

- PARENT PARTICIPANT

The programme ended with a family bonding session where parents and their children worked together to frame an inspirational quote using brush calligraphy. The children also decorated their family photo frame.



## To Conclude...

*A single senior who was facing several issues simultaneously, a parent facing overwhelming stress at both home and work... these are just some of many who our staff have journeyed with. Though it can be challenging, we are heartened to see reconciliation, forgiveness and healing—all of which have formed REACH FSC's heartbeat in our service delivery. We do not lose heart as we continue to work together to stay true to our message of "Sharing Love and Inspiring Hope".*

## Story of Mr Lee : One Step at A Time

At one point of his life, Mr Lee (not real name) was overwhelmed by multiple challenges. His 16 year-old son became aggressive when things did not go his way and sometimes hit his younger brother. Meanwhile, Mr Lee was under immense stress at work, displaying signs of anxiety and even to a point of suicide ideation. With no one else to turn to, he decided to seek counselling on parent-child management at REACH Family Service Centre.

His social worker guided him and his wife in exploring different parenting methods, such as punishment and assigning more study breaks. The social worker also worked with Mr and Mrs Lee to delegate different responsibilities in caring for their children in order to strengthen their sense of mutual support as parents. Together, they have since been able to better control the physical violence between their children and helped their elder son to manage his stress levels more effectively. Beyond parenting, Mr Lee has also picked up practical approaches towards managing his anxiety and gradually learnt how to cope with his stress at work.

# REACH COUNSELLING SERVICE



“ We are encouraged that we have fulfilled our goal of reaching out to help even more people, so that many more lives can be enriched and empowered. ”

**Jessie Koh**  
Head, REACH Counselling Service

Year 2019 has been an enriching time for REACH Counselling Service. We were awarded a new contract with the National Junior College (NJC) for their student counselling. We were also delighted to receive two separate funding from MDRT Foundation and HP Imaging Grant to support our passion in building enduring marriages and resilient families in our community through several programmes.

## NJC STUDENT COUNSELLING

Though it is only a one-year contract, we recognise the huge potential to drive positive change. At this stage of growth, youths can be rather emotional and challenging in their thinking, and often question their self-identity in trying to determine who they are. Hence, we are grateful for this opportunity for our counsellors to reach out to this group of vulnerable youths transitioning to young adulthood, to help them process their thoughts and emotions.

## MDRT FOUNDATION

MDRT awarded us with US\$5,000 funding to conduct programmes focusing on marital and family work. Our Marriage Preparation Programme (MPP) is for couples to learn key relationship skills necessary for a successful relationship, while the Marriage Enrichment Programme is for couples who are already married and are exploring ways to enhance their marriage. Due to increased awareness and our stronger social media presence, we saw an increase in sign-ups for MPP compared to 2018. All participants agreed that the programme was helpful for their relationship, and that they would strongly recommend it to their friends.

We also conducted a talk at the Blissful Outdoor Wedding Show (BOWS) on “What roles does money

play in your marriage?”. 80% of participants feedbacked that the content was enriching and that our counsellors were knowledgeable and well-prepared, and able to impart practical knowledge and skills.

## HP Imaging Grant

We conducted 2 runs of 6-hour Support Groupwork for stay-home mothers focusing on building resilience, forming new friendships, sustainable employment, as well as healthy and active aging. At least two counselling sessions were provided for participants to address issues and gain insight into building stronger and healthier family relationships. Participants generally felt that the workshop met their expectations, with 90% indicating “very good” for the post-event feedback.

In REACH Counselling Service, we see a continuous growth trend every year in our counselling cases, +10.7% growth from 540 new cases in 2018. We are encouraged that we have fulfilled our goal of reaching out to help even more people, so that many more lives can be enriched and empowered.

Just as our cases increase every year, our counsellors also continue to grow in knowledge and expertise, and are always ready to provide professional help to our clients.

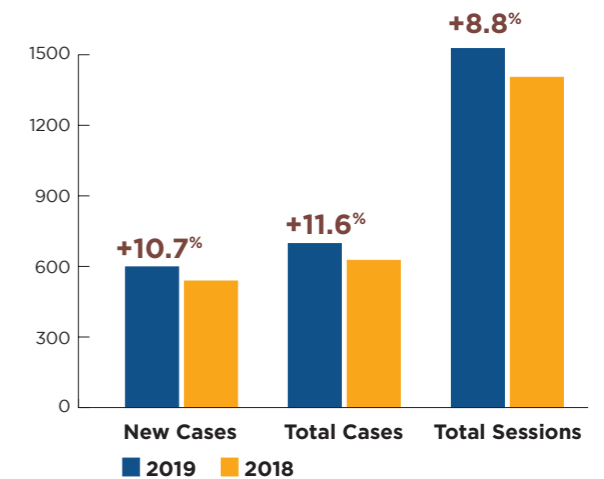
I am immensely grateful and appreciative of my staff’s commitment, the generous donations from our funders, and continuous support from our stakeholders for another meaningful year. I want to encourage everyone to continue to grow in your passion to reach out to more people in our society that need help.

### MAIN STATISTICS FOR 2019

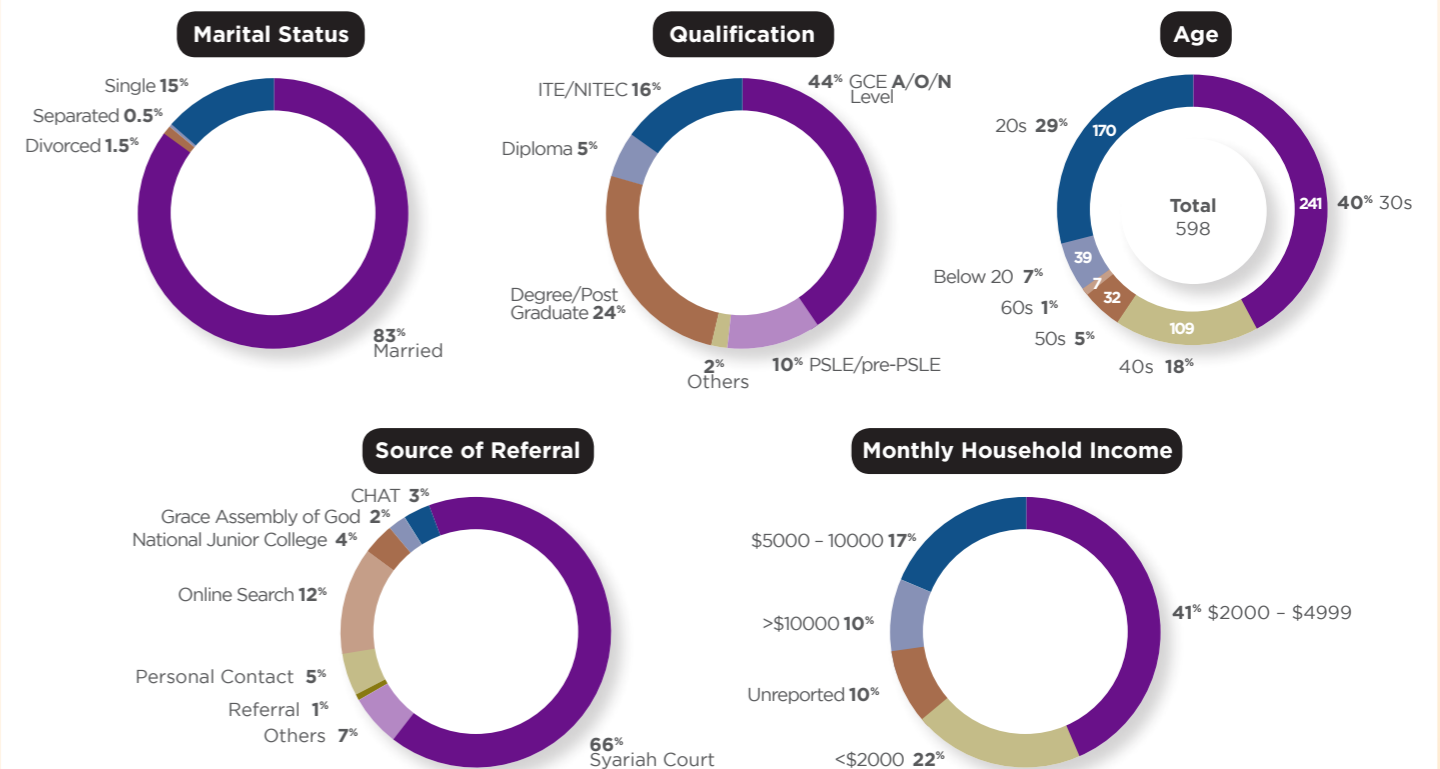


### Casework & Counselling

Total number of New Cases: **598/+10.7%**  
Total number of Cases: **700/+11.6%**  
Total number of Counselling Sessions: **1528/+8.8%**

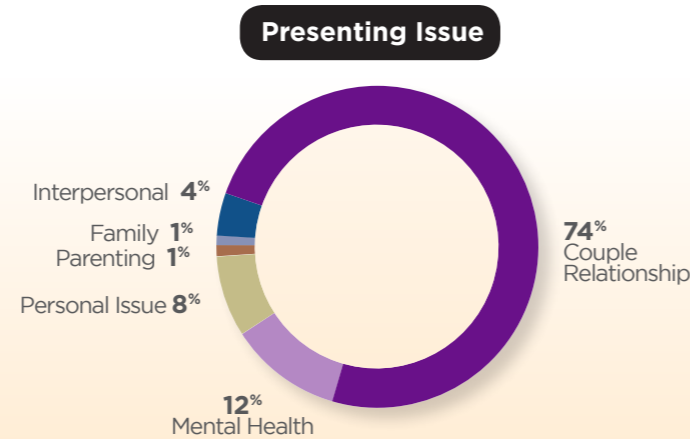


### Demographic Profile



### Top 3 Presenting Issues

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



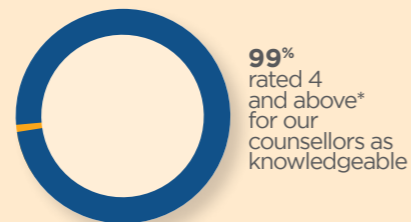
### Quantitative Feedback from Clients

\*4 being Agree and 5 being Strongly Agree

#### Counselling Effectiveness



#### Knowledgeability



#### Top 2 Areas

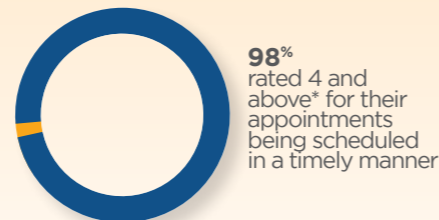
from counselling session clients found helpful

**70%** helped to clarify their thoughts

**62%** helped to increase their self-awareness

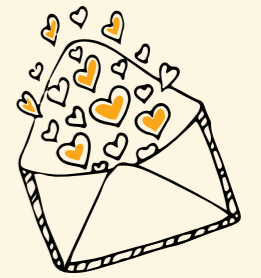


#### Scheduling Appointments



### Qualitative Feedback from Clients:

“ My counsellor really helped me to understand what my husband feels and that is really helpful. She is very knowledgeable and patient. Most importantly, I feel comfortable talking to her. ”



“ A dedicated and knowledgeable counsellor. Her commitment to help couples show through in her work ethics and attitudes. ”

“ My counsellor was very helpful and understanding. He wasn't a textbook counsellor but more of basing it on our problems and feelings. He wasn't biased to either of us. ”

“ It is very comfortable to relate to my counsellor and I really appreciate and feel touched with her depths of understandings and humility. Thank you so much. ”

“ Thank you for helping me to sort out my thoughts and be a better person. ”

“ My counsellor helped me to work through some of my thoughts and made me feel listened to while also giving me the chance to formulate ways of dealing with my issues and having the confidence to tackle them. Thank you! ”

“ Exceeded my expectations. ”

“ I would like to thank my counsellor for giving me her emotional support and constantly guiding me through the difficult journey of learning how to manage stress and anxiety. ”

“ I always feel a sense of relief after the counselling session. Really grateful for it. ”

“ Counselling has helped me think more clearly and has given me more insights into my thoughts and feelings to help me understand them better. ”

### What do clients say about their experience of Counselling sessions?

Helped me to **understand** what my spouse feels

Sort out my thoughts **and be a better person**

Helped me to think more **clearly**



Very **comfortable** talking to my counselor



**Appreciate** being understood

**Emotional support and guide** throughout difficult journey

Always **sense of relief** after the counseling session

Learn **how to manage** my stress and anxiety



More **insights** into my thoughts and feelings

**Exceeded** my expectations

### What do clients say about their counsellors?

Listen, Understanding, Knowledgeable, Patient, Helpful, Empathetic, Dedicated, Committed, Ethical, Neutral



## Marriage Preparation Programme

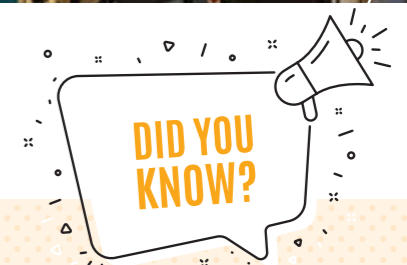
A collaboration with Ministry of Social and Family Development (MSF) for more than 10 years, the Marriage Preparation Programme (MPP) aims to equip couples intending to marry with the knowledge and skills necessary for a good foundation in a strong and resilient marriage. Compared to 2018, there was a tremendous increase in the number of couples who attended the MPP by REACH Counselling Service in 2019. We received more than double increase with a total of 25 couples.



#### FEEDBACK FROM PARTICIPANTS:

With Scaling of 1 to 7, being 1 as Strongly Disagree and 7 as Strongly Agree, 95% & Above:

- Were overall satisfied with MPP
- Found MPP helpful for relationship
- Would recommend MPP to friend



*We believe in constantly revamping and improving our curriculum to adapt to the changing needs in our society. With majority of our cases dealing with marital issues (74% in 2019), our team of experienced counsellors have input additional curriculum to the standard Marriage Preparation Programme to further benefit the participants. Some of these additional topics include Values, Commitment, and Protecting Marriage from Infidelity.*

## Story of Sab : Victory over Self-Harm

With the impending 'A' level examinations, Sab, an 18 year-old Junior College student, developed symptoms of anxiety and depression. Though close to her uncle, positive comments from him ironically caused her to place even more undue pressure on herself. She unfortunately began to resort to self-harm as a coping mechanism.

After talking to a schoolmate, Sab decided to approach her school counselling service, which is a collaboration with REACH Counselling Service. The one-to-one sessions enabled her to identify the root causes of her mental state, and therefore appropriately address the underlying factors. She also learnt to identify unhealthy body symptoms and behaviours which contributed to the urge to self-harm. Since then, Sab has been able to employ alternate healthier coping mechanisms and successfully fight the temptation to self-harm.



## Blissful Brides Outdoor Wedding Show (BOWS)

In collaboration with Blissful Brides Outdoor Wedding Show, a one-stop services to couples, REACH Counselling Service conducted a total of 6 talks in 2019. Approximately 300 couples attended the hour-long talk over the 6 days. The one-hour talk was power-packed with insights and tips on various marriage topics such as *Money? Simply a commodity or more behind a marital relationship?* and *Personality Differences: Communication Styles*, which will be covered more extensively in the Marriage Preparation Programme (MPP).



## Syariah Court Mandatory Counselling Programme

REACH Counselling Service saw about a 10% increase in caseload in 2019. Our counsellors worked tirelessly with these families on a myriad of issues: infidelity, violent relationships, addiction, conflict resolution and communication. To enable the counsellors to be culturally attuned to issues entrenched in the Muslim community, quarterly meetings were held among all the nominated agencies island-wide. There, they were able to share with one another about best practices and keep abreast of changes in the court policies and procedures, in order to better serve the Muslim community.



## Story of Mr and Mrs R: From Conflict to Connection

Mr and Mrs R (not real name) came to REACH Counselling Service for marital counselling as a last resort to salvage their broken marriage. Unable to manage their arguments constructively, their frequent conflicts had led to a build-up of negative sentiments towards each other.

During the counselling sessions, their counsellor focused on changing their harmful conflict cycle. Slowly, Mr and Mrs R began to realise that hurtful comments made were often not intended to be a personal attack, but rather stemmed from a longing for something that has been lacking in their relationship—closeness and connection. During sessions, the counsellor provided a safe space to allow the couple to express their feelings and desires openly and honestly, without fear of criticism. He also deliberately slowed down the pace of conversation to encourage active listening between the couple. Leading to a deeper mutual understanding; what followed was their desire and motivation to give their marriage one last shot. Subsequently with the guidance of their counsellor, Mr and Mrs R experimented new strategies in communication and conflict management.

As therapy progressed, their efforts bore fruits. Conflicts reduced and they were able to discuss difficult topics calmly. They finally decided against divorce, instead opting for reconciliation. All credits to this couple who showed determination against the odds and emerged with an even stronger marital relationship.



## External Training Engagements

REACH Counselling Service has been steadily building strong foundations in the field of training for the past 3 years. Our ethos has remained steady from the beginning: believing that education is equally important to raise public awareness, be it in the areas of relationships, marriage, family life, parenting, work-life balance and mental health. Only with awareness can we start to change mindsets.

Beginning of 2019, our team of counsellors came together to identify a few areas that we believed would make an impact on the public. Once the training plan was set in motion, research took place to gather relevant content for presentations and training. The collective counselling experiences were also integrated into the training materials, with the belief that stories can help people better relate to concepts. Our training has since evolved to become more unique, and the audiences have appreciated and benefited from the training.

This year, we reached out to parents (Discipline, Parenting Styles and Love Languages), married couples (Commitment and Protecting Your Marriage), pre-marital couples (Communication Styles and Financial Management), youth workers (Counselling Adolescents) and various corporate organisations (Resilience: Adversity Quotient). While all talks and workshops had yielded positive feedback, attendance had also increased as compared to previous years. Having achieved our target of reaching out to more people and in

the process, built strong rapport with parents, couples and organisations, we have also widened our network of partners and friends.

Additionally, such talks served as a valuable opportunity for our team of counsellors to build confidence, skills and experience in facilitation work, presentation content and public speaking. This helped to widen our repertoire of skills and knowledge beyond conventional counselling skills. A system was also created for mentoring of counsellors by the more experienced counsellors in the field of training, hence displaying teamwork and support for each other. We believe that this is another important path towards self-development and growth.

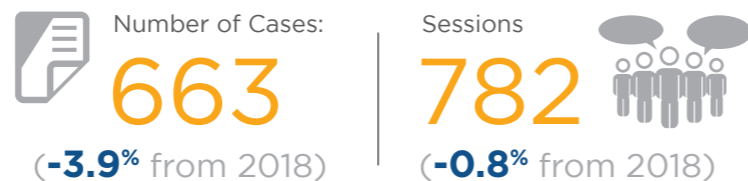


## HOPE Mentoring Scheme

The Home Ownership Plus Education (HOPE) Scheme is a long-term scheme by Ministry of Social and Family Development (MSF) to enhance families socio-economically through training, education and employment. The scheme was introduced in 2004 and REACH Community Services was chosen as one of the mentoring agencies since 2011, with 663 cases in 2019. Our team of HOPE mentors has shown their commitment to the HOPE clients via bi-annual mentoring sessions, where a safe space is provided for exploration and self-empowerment to move towards better financial and social situations. The trust and strong rapport built between our HOPE mentors and the families is evident through the 93% approval rating given by clients during the 2019 survey done by MSF. Seeing our clients making progress and living a fuller life makes our dedication all the more meaningful.



### HOPE Scheme Statistics 2019



## Story of Mdm Fauziah : Navigating the Complex World of Finances

Mdm Fauziah has been part of the Home Ownership Plus Education (HOPE) for over a decade. In 2009, as a boutique stock taker with no maintenance from her ex-husband and 2 children to support, she faced numerous financial difficulties. As she was working full-time, she decided to let her children stay at her parent's place while she lived alone in a rental flat.

Gradually, through HOPE, Mdm Fauziah was able to set concrete financial goals for her family. She was extremely prudent with her savings and often declined invitations to meet with her friends to avoid any unnecessary spending. In addition, with the support of her REACH counsellor, she was able to legally fight for maintenance from her ex-husband. Through much determination and perseverance, Mdm Fauziah has successfully saved \$13,000 within a mere 4 years, and purchased a 2-room flat in 2015—fulfilling her dream of being a home-owner.

Today, Mdm Fauziah's family has become financially independent, with her son working in retail, and her daughter in the medical sector. She has since found a higher paying employment as well with the skills enquired through workshops by HOPE Scheme. Having lived a frugal lifestyle for many years, her next goal is to save up for simple leisure trip.

**"HAVE CONFIDENCE, BE POSITIVE; LOOK AHEAD AND FOCUS ON YOUR GOAL RATHER THAN ON THE PAST."**  
- MDM FAUZIAH



## HOPE Support Group

The Home Ownership Plus Education (HOPE) support group was initiated to encourage, empower and equip couples with pertinent knowledge to make full use of the approved and allocated resources. The support groups are guided by trained facilitators in the hope that couples will draw strength and resilience from family members and peers, to overcome their struggles and lead a happier family life.

For 2019, family bonding was the focus of the HOPE support group. Family bonding brings about acceptance, breadth and commitment. Therefore, focus group activities reinforced topics that help bond families together, such as parenting and financial literacy. To internalise the topics learned, family outings provided opportunities for couples to apply their new or refreshed skillsets with their children as a family. Such outings and trips were paired with the support group workshops for greater synergistic participation and memory retention. Outings this year included the River Safari, UOB children's carnival at Hort Park and the SAFRA Christmas carnival.

Funded by HP Imaging Grant, 2 runs of the HOPE Support Group work were completed, reaching out to a total of about 90 participants. Two rounds of on "Financial Literacy" and "Parenting Styles" workshops were also run, complimented with a \$50 voucher incentive and an outdoor trip to River Safari for each family. Overall, the post feedback was extremely positive with 100% rated above "Good".

Through the support group, our trained facilitators have also honed their skills to par excellence. We have much to offer and also much to learn in making a difference in the lives of the underprivileged, as well as in building lives and families.



## To Conclude...

*The feedback forms and inspiring stories from our clients are indicative of our professionalism, commitment and dedication, from counsellors to support staff. It inspires us as a team to see the effectiveness of our work in impacting the clients and their families, further reaffirming that hope is indeed within their reach. Collectively, we are always learning from our clients through their stories and feedback on how we can improve ourselves in our knowledge and skills, to help them more effectively.*

### HOPE Scheme Statistics 2019



# REACH YOUTH SERVICE



“ Together with the team, we decided to embark on a new journey of designing and evaluating our 2019 programmes and services using the ACT!SG Framework and tool.

**Joe Chan**  
Head, REACH Youth Service



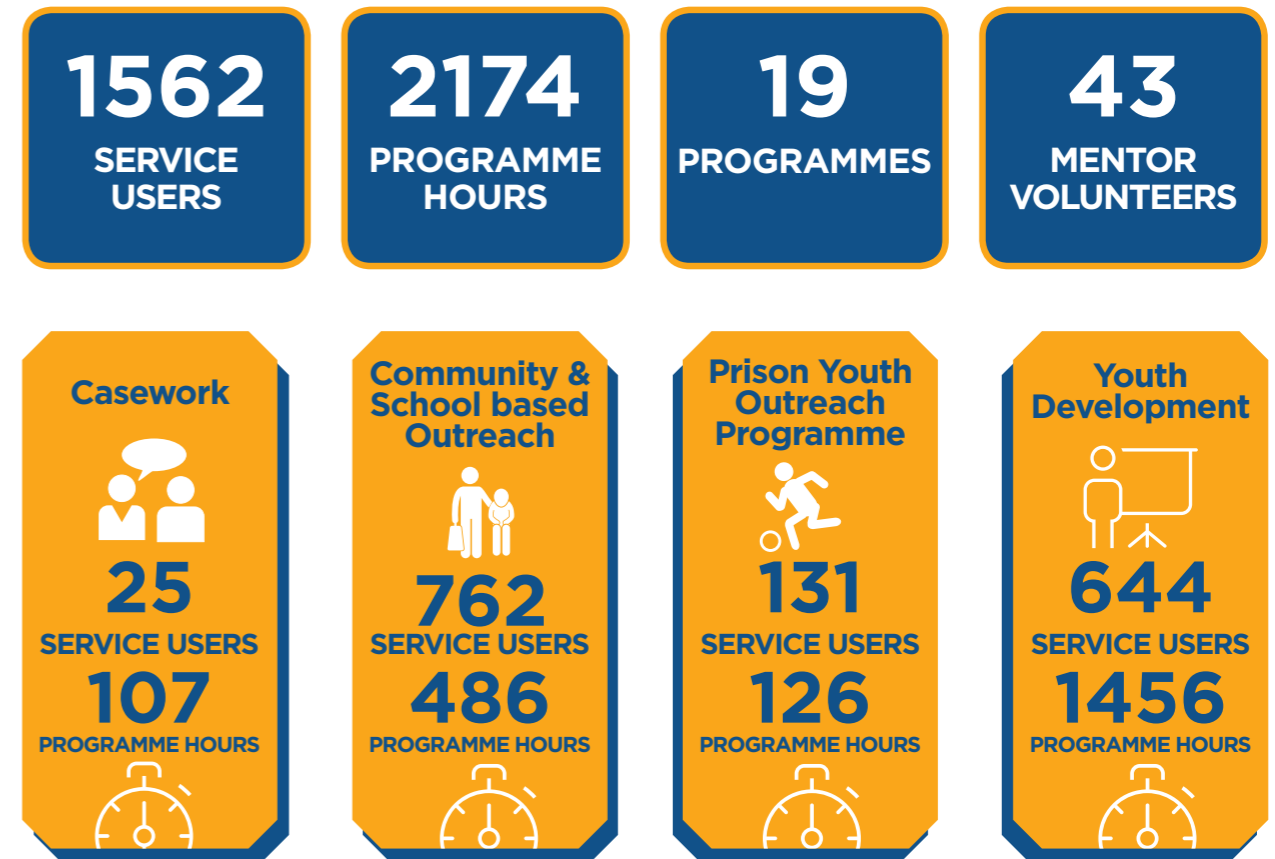
As we wrap up the year 2019 and reflect, it has truly been a year where we went into various grounds and made an impact by being the salt and light there.

As a Youth Service, we continued to extend our influence and impact in the community especially around the Hong Kah North Constituency through our regular mentoring, school outreaches, sports and arts programmes. Together with the team, we decided to embark on a new journey of designing and evaluating our 2019 programmes and services using the ACT!SG Framework and tool. Through this exercise, we gained many insights on how to better improve our services based on the findings of what works and what does not. As we presented the findings recently to the stakeholders, we gained even more when we shared our learnings and experiences from the exercise.

2019 was also the year where we continued to enter deeper into partnerships and collaborations with other stakeholders. In May 2019, we started piloting an aftercare group coaching initiative with the Singapore Prison Service, focusing on gaining employment for male youths from the Reformatory Training Centre (RTC). In November 2019, we started our Post Care Support Services with the Singapore Boys' Home where we walked alongside these young people to support them in their reintegration journey back to their families and communities.

We are very eager and excited about 2020 as we look forward to solidifying some pilot and existing projects in the community. We hope that as we take these small steps of trust and faith forward, we will be able to be a greater blessing to more young people out there!

## MAIN STATISTICS FOR 2019



Total **\$92,059**

Disbursed to help **203** Low-income beneficiaries

## Story of Rafiq : Courage to Try Again

Rafiq (not real name), 17, was clinically diagnosed with anxiety disorder and depression, requiring him to be on psychiatric medication. Fortunately through the counselling support received, he has learnt to better manage his symptoms — his anxiety levels have dropped remarkably, and his mood has also improved significantly. Rafiq has since grown into a stronger, more resilient and confident individual. Serving as the first batch of members of REACH Youth Service's ExCo, he helps in planning leading and deliberating ways to keep Youth Service relevant. Also a member of REACH Youth's ROCK STEADY (music) programme, he now demonstrates his ability to mingle with ease with the social groups.



“Counselling at REACH Youth Service has really helped me to work through my anxiety and depressive issues that I had in the past. I'm surprised by how far I've come and am glad that there's such a service that really helps people like myself (youths with mental health issues).”

RAFIQ

## Prison Youth Outreach Programme

Prison Youth Outreach Programme (PYOP) is a non-funded prison volunteer programme to strengthen efforts to support incarcerated youths in Singapore. It consists of a groupwork programme conducted fortnightly within the premise of the Reformatory Training Centre (RTC) at Changi, aftercare education/career coaching, and a befriending programme. The main goal of PYOP is to guide youths to attain success in school and in life. Together with trained volunteers who play the role of co-facilitators and befrienders, youths are engaged through regular workshops, coaching sessions and interactions. These complement one another to increase self-efficacy and social capital of the youths. A total of 131 youths were impacted.

### Story of Karen : From Ex-offender to Aspiring Social Worker

Karen (not real name) was the first female youth ex-offender to attend the REACH Aftercare Education/Career Group Coaching programme. Though evidently uncomfortable initially, she quickly warmed up to one of the co-facilitators and opened up about her difficulties in finding a job of her preference. The co-facilitator took time to introduce more options, including the possibility of enrolling into part-time courses, and offered to help connect her to suitable employers.

Karen promptly went on to apply for jobs that were matched by REACH Youth group coaching team, making the effort to go for every interview. The experience was by no means easy as she faced repeated rejections, but she persevered on with the encouragement of her loved ones and volunteers from the programme.

The biggest surprise came when Karen turned up at the coaching session uninvited one day to announce to the youth workers and volunteers that she had applied for WSQ Diploma in Social Service course at the Social Service Institute. She acknowledged that it was worth a try despite the 50/50 chances of having her application accepted. Karen has demonstrated a determination and positive outlook on life!

**"We must as a community, always be kind and help activate the potential of every individual; especially those who have been left behind by our sometimes harsh environment."**  
 - DERRICK, counsellor



Watch REACH YMP highlights here



Amazing race bonding time with mentors and mentees



Music performance by mentors & mentees during YMP Closing Ceremony



Mentors & mentees at Dodgeball session



Baking & Culinary at Fullerton Hotel Singapore



Mentors working out with mentees in Functional Fitness



Photography workshop covering angle and lighting techniques

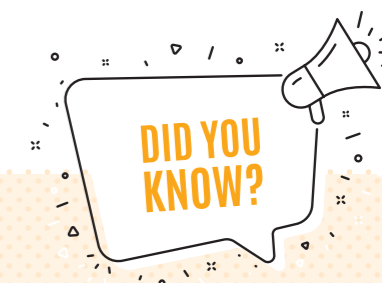
## REACH Youth Mentoring Programme 2019

REACH Youth Mentoring Programme (YMP) provides mentoring and educational financial support to low-income youths aged 10-17 years old. Using the Positive Youth Development framework, it aims to equip them with life-skills and values through interest-based platforms like Functional Fitness, Dodgeball, Baking & Culinary, Music and Photography. 60 youths benefited from YMP programme.

At the official launch of the programme, Dr. Amy Khor, Senior Minister of State, Ministry of Health & Ministry of the Environment and Water Resources, presented the mentor-mentee kit to kickstart the mentoring journey. This was the first year that we embarked on one-to-one mentoring, whereby youths are matched to volunteer mentors to befriend and walk through life experiences with them. During the closing ceremony, the youths were given the opportunity to showcase their talents to their families through culinary demonstration, video production and music performance at The Fullerton Hotel Singapore.



*Till this day, we are in close contact with our youths from Prison Youth Outreach Programme, some of whom have volunteered with REACH Youth Service in our events!*



*A 3-days mentors training camp was organized for the first time to equip them with skills on engaging and mentoring youths effectively. An amazing race was also held before the programme official launch to create bonding opportunity between the mentors and mentees.*

## School Social Work Programme (Leaders of Lives)



REACH Youth Service has been working with various schools in the Bukit Batok region through our School Social Work Programme. In 2019, we worked with Bukit View Secondary School, Dunearn Secondary School and Swiss Cottage Secondary School through a programme named Leaders of Lives. The programme aimed to enhance the intrapersonal and interpersonal skills of each young person, in hopes of creating a more cohesive and conducive learning environment. Different platforms of Guitar, Dodgeball, Soccer and Leathercraft were utilised to engage the students.

Using ACT!SG Framework as the guide, the core skills of Positive Relationships, Team Work, Goal Setting as well as Creativity and Innovation were brought out through the various group work sessions, impacting 261 students. We hope to create awareness of the work we do in the region through this programme.



**REACH Youth soccer programme has ceased but was brought back specially for the School Social Work Programme. As soccer remains an interest of many youths in Bukit Batok, REACH Youth Service is exploring in bringing the programme back!**

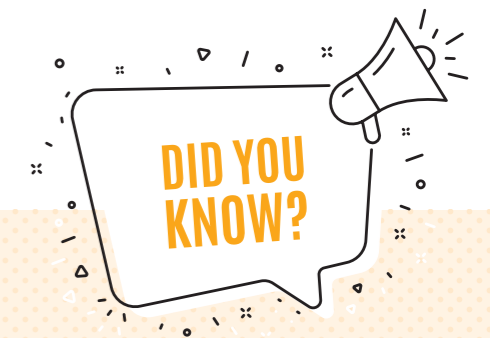


Rummy-O competition between the seniors and youths

## REACH Youth School Holiday Outreach

REACH Youth Service engages the youth during the school holidays with fun and exclusive activities that are not usually experienced on a regular day. With the intent of broadening the exposure of our youths, a wide range of activities like CrossFit, dragon-boating, cooking of local traditional dishes, and a visit to Kidzania @Sentosa were some of the many events organised during the June and December school holidays.

One of the highlights was the community Block Party that kick-started the June holiday activities. Families from different backgrounds interacting with one another, and the young and old galvanised together in a special way. As a youth centre, REACH Youth Service believes in not only engaging the youths within our reach, but the importance of connecting the youth to the strengths of the community by bringing people across different ages together.



**The first holiday programme organised on a large scale! To reinforce the theme 'CONNECT' and cultivate the spirit of contribution, youth volunteers took the lead in running game booths to engage the community during the block party. In promoting inter-generational bonding, another first took place: a Rummy-O challenge between the youths and seniors.**



## REACH Arena – Functional Fitness

Functional Fitness trains muscles to help us perform daily activities safely and efficiently through high-intensity strength and aerobic activities. Coupled with the Positive Youth Development (PYD) framework, each session focuses on a 'C' for the day. Coaches from Actualize CrossFit work together with our youth workers and align the learnings for the day through the workouts and observations. Learning can range from building Connections, showing Care and Compassion, displaying Competence and Confidence in the movements they do and demonstrating positive Character. With these 5 'C's put together, we

Contributed to the community in a number of ways, such as participating in a beach clean-up organized by Decathlon.

Along the way, we also looked out for different needs of our participants. After observing how participants were often hungry in the afternoon, we decided to introduce the Brown Bag Project, where each participant is given a homemade sandwich and fruit. With this snack pack, we also reinforce the 'C' for the day through inspirational quotes. In our desire to thrive through active and healthy living, we feed the body good food and feed the mind good thoughts!



## Story of Faiq : Finding His Voice

In 2018, Faiq was suspected to have selective mutism – a complex childhood anxiety disorder whereby the child is unable to speak or communicate effectively in social settings. Despite efforts by his parents to spend more time with him with mum resigning from her job, he did not make much progress. In addition, his psychologist's recommendations to join more social activities were difficult to follow-through due to financial barriers.

It was till Faiq's family chanced upon REACH Fun and Fitness programme where they were warmly welcomed by REACH youth worker Nina. Despite concerns that Faiq would freeze up, Nina assured his parents that he would be fine – indeed, Faiq participated enthusiastically, eagerly learning new moves and demonstrating responsiveness to the coaches' directions. Soon, transformation took place. Beyond the programme activities, Faiq's growth was seen through his bantering with the REACH Youth staff and sharing about his passion for chess with new friends.

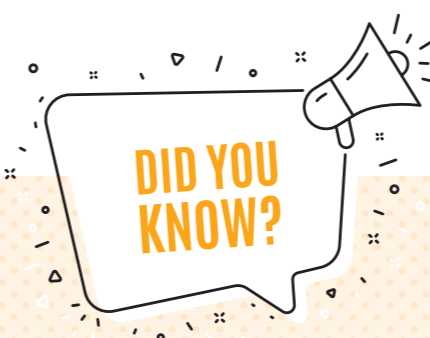
**"We would like to thank REACH Youth Service and especially to Ms Nina and team for their continuous support in Faiq's journey. It might be a minimal achievement but still a meaningful journey for us."**

**- MDM DHILAH, FAIQ'S MOTHER**

## REACH Bakerholics

Bakerholics is a bi-weekly programme that provides an opportunity for youths to pick up baking and culinary skills, develop their character, and allow their creativity to shine at the same time. As food always brings people together, especially with the shared interest in baking or cooking, the programme aims to create a safe space where youths can find positive social support.

Each session has approximately 10 to 20 participants with ice-breakers for youths, volunteers and staff to bond while waiting for the food to bake. Through the sessions, youths learn responsibility and teamwork as well as develop concentration and patience to carry out the recipes' steps in an encouraging environment.



**Bakerholics provides an opportunity for the youths to communicate and bond with someone much older. The eldest volunteer is in her 50s which allows her to learn how to engage with youth as she guides the youths in baking.**



## To Conclude...

**As we continue to live together on this little red dot, let us remember that this little light of influence that we have as individuals can only be put to good use when we allow it to shine from wherever we are. A little candle can do that much but when a bundle of candles come together, it will be able to do so much more!**



# REACH SENIOR SERVICE



“ While we have been successful with empowering seniors and engaging them in active aging to foster a more positive senior community, we still have more to do to engage socially isolated seniors and to be a beacon of light and hope for them.

**Gareth Huang**  
Head, REACH Senior Service



**'Commit your work to the LORD, and your plans will be established.'** – Proverbs 16:3

2019 was an exciting period of growth for REACH Senior Service. Our flagship Senior Centre @ Bukit Gombak Vista (SC@BGV) opened on 10 Jan 2019. It was also this year that we started a new service, the Silver Station, which anchors the Dementia Friendly Community (DFC) in the Hong Kah North area.

As a result of this, as well as hiring for programmes funded by the Community Silver Trust (CST), staff strength has doubled compared to 2018. REACH Senior Service was honoured to receive recognition for its Community Café, which was featured in the Senior-centric dialect variety show Happy-Go-Lucky (欢喜没烦恼) by Mediacorp, and stories of our senior volunteers were also featured on Tamil Murasu and The Sunday Times.

While we can take pride that we have done well, we are extremely humbled by the outpouring of blessings from God, and the support we have received. Without the efforts of our staff and volunteers, as well as

support from Grace Assembly of God, Agency for Integrated Care (ACI), Council for Third Age (C3A), Social Service Office (SSO), grassroots and many other partners, we would not be where we are today. We are thankful to all for their indispensable help in our success.

However, it is not a time to rest on our laurels. REACH Senior Service started with an intent to reach out to lonely and isolated seniors. While we have been successful in empowering seniors and engaging them in active aging to foster a more positive senior community, we still have more to do to engage socially isolated seniors and to be a beacon of light and hope for them.

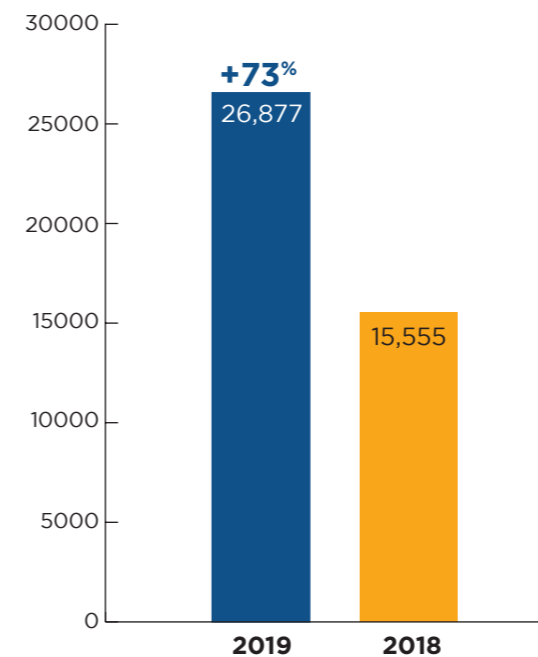
2020 will be a challenging year for REACH Senior Service. Even as I'm writing this, the world is fighting the COVID-19 pandemic, and we are likely to have to deal with the repercussions of a recession in 2020. However, we are not afraid, and we will continue to work hard and pray for wisdom and guidance in all our endeavours.

## MAIN STATISTICS FOR 2019



### Total No. of Programmes Attendance

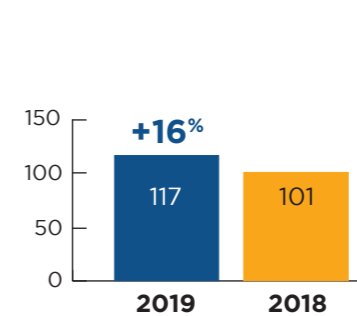
Total number of programmes attendance\*  
**26,877, +73%**  
\*cumulative



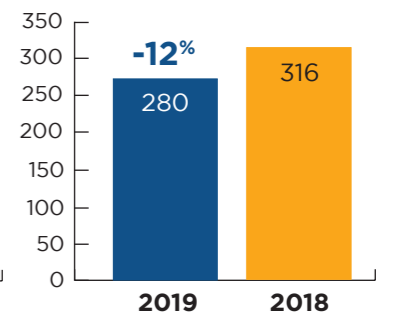
### Community Befriender Programme

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

#### Total No. of Befrienders



#### Total No. of Befriendees



Total number of Befrienders **117/+16%**  
Total number of Befriendees **280/-12%**  
Total number of Discharged Cases\* **82/+257%**

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

A portion of **809** Service Users stepped up to be Senior Volunteers as well.

### \*Community Café:

Total number of attendance\*\* **3,245/+61.6%**  
Total no. of Service Users **150/+123%**

\* 2 venues with SC@BGV started in 2019  
\*\* Cumulative

### Our Little Kampong:

Total number of attendance\*\* **1,680/+30%**  
Total no. of Service Users **80/+27%**

## Opening Ceremony of REACH Senior Centre @ Bukit Gombak Vista

On 1 June 2019, REACH Senior Activity Centre @ Bukit Gombak Vista officially opened its doors to the community as the 5th touchpoint of REACH Community Services. We were privileged to have Ms Low Yen Ling, Senior Parliamentary Secretary, Ministry of Education & Ministry of Manpower, Mayor, South West District as Guest of Honour, together with Grace AOG Senior Pastor Rev. Calvin Lee, to grace the occasion.

Attended by over 400 guests, the event was carnival-themed with Zumba workout, craft workshops, music experience and a performance by our very own seniors. The highlight of the event was arguably the live cooking demonstration by 5 young celebrity chefs for guests and seniors to learn and taste their specialty dishes.

The milestone opening marked the beginning of exciting programme engagements for the residents residing at Choa Chu Kang and Bukit Batok, and we look forward to serve the communities meaningfully.



## Silver Station

Operating out of REACH Senior Centre @ Bukit Gombak Vista, Silver Station was positioned as a one-stop resource centre in the local community to drive Dementia-Friendly Community (DFC) efforts. Silver Station conducts outreach to increase the awareness of dementia and dementia prevention and serves as a localised community response and support team for persons with dementia and their caregivers by providing relevant resources, information, service linkages and a monthly support group for caregivers.

If you are caring for a loved one with dementia and in need of advice or help, please reach out to us at 6801 0878 or 6801 0877.



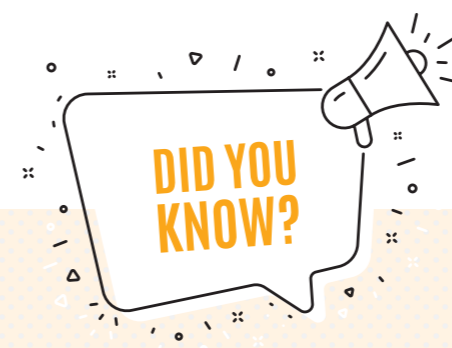
Community Outreach- Dementia Awareness Talk



Community Outreach -Lasting Power of Attorney Talk



School Outreach - Understand Ageing Talk



Both Senior Centre @ Bukit Gombak Vista and Senior Centre @ Jalan Membina are equipped with an Alert Alarm System (AAS) which allows for monitoring of seniors staying in nearby studio apartments. Seniors can pull the cords installed at various points in their apartments should any have a fall or other emergencies that require assistance, which generates an alarm in the Senior Centre. There, our Programme Executives are trained to respond promptly as part of our mission to provide a safety net for our seniors.



## Caregiver Support Group (CSG)

Providing care to an older person, especially to loved ones with dementia, depression or other progressive degenerative diseases, is often an arduous activity due to the resources required and the nature of tasks involved in caregiving. Many caregivers are often ill-prepared with little support, and with little understanding or recognition of the difficulties they undergo in their caregiving journey. This often has a negative impact on the caregiver's long-term health and mental wellness. To address this need, Caregiver Support Group (CSG) was set up by Silver Station @ Bukit Gombak to help caregivers of loved ones with dementia or depression to be better prepared at the earlier stage, to find more adaptive ways of coping when the going gets tough and to facilitate self-care.



Caregiving Journey Sharing



Facilitated discussion group session - Being a Caregiver

### Story of Mr Chua : You are Never Alone

Mr Chua, 67, smiles and guides his spouse Jessie to greet the staff each time he comes into the senior activity centre. Jessie was diagnosed with dementia since 2012.

Mr Chua joined the caregiver support group of REACH Silver Station through a worker's invitation. As one of the more experienced caregivers, he has always been open sharing his personal experiences and is quick to encourage fellow caregivers. He readily admits that caregiving was especially challenging at first, and his journey has been filled with swells and troughs of emotions; there was even a time when he thought of "ending it all." Fortunately he received timely counselling from a hospital.

The support group is his first "group support" since he became a full-time caregiver 2 years back with Jessie's increasing care needs. Joining this group has been an immense help as he feels he is not alone going through challenges in life. Through the sharing sessions, he hears solutions, encouragement and empathy — all of which help reduce his stress. Mr Chua is also aided by the Home Caregiving Grant, using the monthly cash payouts received for Jessie's diapers and their transportation needs.

While grateful for the good support from his daughter, both financially and emotionally, Mr Chua is also grateful that there are community resources around to tap on when he needs help.



### Gentlemen's Day

To engage male seniors who do not participate in the daily Centre activities frequently, a new initiative named Gentlemen's Day was launched. In 2019, a total of three Gentlemen's Day sessions were organized. The seniors bonded over porridge at Marina Square, Swiss food and music at the Swiss Club Singapore, and male-centric movie IP Man 4: The Finale at Tiong Bahru Golden Village Cinema. Many male seniors who were relatively closed off initially are now more familiar and comfortable with one another. The effort put in for this initiative had paid off; we are greatly encouraged that some of these male seniors now even started to visit our Senior Centre on a daily basis, they are also requesting for more Gentlemen's Day events!



Mr Chua and Jessie (middle in yellow) after Laughter Yoga session



## Lantern Painting for Mid-Autumn Festival 2019 @ Gardens By the Bay

Our service users were invited to paint lanterns to be installed as part of the Colonnade of Lights display for the Mid-Autumn Festival 2019 @ Gardens by the Bay. It was a great time of bonding for friends and couples as many seniors came forward readily to participate. Although some seniors were initially hesitant about their creative skills, they managed to gain confidence through encouraging and learning from one another. Eventually everyone appreciated one another's finished artworks. Seeing their own painted lanterns on display gave each senior a strong sense of pride and accomplishment.



## Story of Stephen : The Sky is the Limit

In June 2016, Stephen suffered a severe cough due to viral infection. Even with prescribed medication he was unable to recuperate fully, hence his wife decided to resign from her job to look after him full-time. The situation had left Stephen feeling extremely depressed and even suicidal – until he chanced upon Senior Service at REACH Powerhouse. Together with his wife, they participated in some activities such as painting and outings, which alleviated some of Stephen's emotional burdens. With encouragement from the staff, they also participated in the 2017 PassionArts Festival via plank art.

The pair also benefitted greatly from the SCOPE Programme conducted at the Powerhouse, where they learnt about chronic illnesses commonly- faced by the seniors and the precautions. They were also taught simple exercises for strengthening, balancing and flexibility. They then went on to volunteer for the Community Café to prepare breakfast and mingle with other seniors.

**"REACH Senior Service has provided me an opportunity to age gracefully and meaningfully. I find my self-worth by volunteering. My health has improved gradually, and I am more positive. When I see the senior citizens' health improve during the Fall Prevention training, it makes me very happy. I have also made a lot of friends."**

- STEPHEN

One of the favourite moments for Stephen was when Ivan, staff from Senior Service, registered him for a 6-week Ortego training course at Tan Tock Seng Hospital where he uses the skills learnt to educate other senior citizens on fall prevention exercises. Till date, Stephen is still conducting training due to the overwhelming response received.



## Bistro 1-3-5

A successful pilot programme, Bistro 1-3-5, was held at REACH Senior Centre @ Bukit Gombak Vista in October. This initiative trains and empowers senior volunteers to engage with the community meaningfully through offering a premium omakase experience in a café atmosphere. In turn, it also provides opportunities for seniors to interact with the volunteers and be inspired to give back.

Bistro 1-3-5 serves a 3-course meal with an appetiser, main course and dessert. What sets the bistro apart is that we strive to create an interactive dining experience, drawing inspiration from the concept of omakase. A host interacts with the guests throughout the entire meal, describing the courses as they are served and sharing about the ingredients used. Videos produced by Lessons for Life, a lifelong learning and enrichment programme, are shown. This is to engage and keep the guests informed about current affairs.

All our volunteers are introduced at the start of the lunch in recognition of their service. Volunteers also get to upgrade their culinary skills through training as the set menu changes frequently.

Indeed, food has the power to bring people together.



Watch Bistro 1-3-5 video highlights here

## To Conclude...

***In 2020, a key focus of Senior Service is to go beyond the walls of our Senior Centres to conduct programmes at void decks and spaces around the neighbourhoods of frail and isolated seniors to meet their needs.***

***We will never have enough staff to provide programmes for all seniors. Hence, we need to focus on building relationships, friendships, and work earnestly to touch the lives of our seniors, just as we have touched Stephen's. By doing so, we hope to find more Stephens who in turn will learn to touch others, and thus fulfill our aim to be the salt and light of the earth.***



## REACH Joint Flag Day

On 20 July 2019, armed with tins, stickers and wide smiles, 588 volunteers gathered island-wide to raise funds and awareness for REACH Community Services. We are heartened to see many returning volunteers, particularly those from Grace Assembly of God. Over 100 students from Rulang Primary School, along with their parents and teachers, also learned the valuable lesson of giving back to the least, the lost and the lonely through this flag day.

For the first time this year, we were glad to have student volunteers from National Junior College, Anglo-Chinese School (Independent), Catholic High School and Evergreen Secondary School, under Student Planning Leadership Initiative Training (SPLIT) programme, to co-organise REACH Flag Day with us. Together we raised \$149,911.49 from street collection, adopt-a-tin, individual, schools and corporate donations. Fund raised will go towards sustaining our programmes and services.

Check out the Instagram account @split.sg for more details about SPLIT programme. If a picture paints a thousand words, this video will speak a million:



## Story of Rosalind : Serving Others through Food

Rosalind was a regular participant at *Let's Cook* interest group from Grace Assembly of God before agreeing to step up to help serve western breakfast to seniors at the Community Café at REACH PowerHouse. Currently serving as a Team Leader, a senior herself, Rosalind hopes to pass on the baton to others who may share a similar passion in food and serving seniors.

**"Hopefully being part of this activity would lend support to the RCSS staff and enable the seniors to enjoy & appreciate what life can offer. I certainly can further my potential to work as a team in serving with joy, as well as glean ways to improve myself through watching the abilities of team members."**

**- ROSALIND FOONG, VOLUNTEER AND TEAM LEAD FOR COMMUNITY CAFE**

## Story of Francis : Stepping Up to Help

A member from Grace Assembly of God, Francis was excited upon getting to know the Happy Exercise Programme. He loved how it can help senior citizens remain physically and mentally active and wished that more volunteers could come forward to offer their service. As the saying "Actions speak louder than words"; Francis went on to encourage his cell group members to sign up as volunteers for the programme.



**"Happy Exercise is a very good programme and we can innovate it to the next level to help the seniors there. We feel very fortunate to be healthy and fit as compared to some of them and we enjoy the close bond shared with them."**

**- FRANCIS, VOLUNTEER FOR HAPPY EXERCISE PROGRAMME**



Francis conducting Happy Exercise. (Facing camera)



## Story of Ms Kwek : From Service User to Volunteer

Ms Kwek is a familiar face at our weekly Happy Exercise sessions. She started off as a participant in the morning exercises and was later inspired to join her friends as a volunteer. The experience not only allows her to gain new knowledge about exercises, but also enables her to spend her time meaningfully. Ms Kwek is glad to be able to bring other seniors some joy as they exercise together.



## Donors' & Volunteers' Appreciation Lunch

Our Donors' & Volunteers' Appreciation Lunch (DVAL) was held on 2 Nov 2019. We took this opportunity to show our appreciation and gratitude to 4 groups of volunteers, namely Raffles Institution, Rulang Primary School, Silver Food Ration Team, and Women of Grace, all of whom have been serving with us diligently and faithfully for over 3 years. A special tribute was presented to Rev. Calvin Lee from Grace Assembly of God for supporting REACH Community Service faithfully for 21 years since she was founded in 1998.

It was a time of food, fun and fellowship enjoyed by 187 guests. Thank you once again to all our generous and dedicated donors and volunteers for partnering and journeying with us.



## REACH Charity Golf 2019 10 May 2019 | Sembawang Country Club



More than 130 avid golfers came together to play a game of golf at Sembawang Country Club where \$179,811 was raised. With the funds raised, we will strive to meet the physical and emotional needs of vulnerable seniors through a variety of active-ageing programmes such as our Community Café, befriending, exercise routines, crafts learning as well as community engagement. We are thankful to Gammon Construction Singapore and Grace Golf Fellowship led by Mr Neo Kim Teck for their partnership in co-organising the event.



## REACH Charity Dinner 25 October 2019 | The Fullerton Hotel Singapore

Themed "Blooms of Hope" symbolizing sustenance and life through adversity, REACH Charity Dinner 2019 was held on 25 October 2019 at The Fullerton Hotel Singapore. More than 400 guests were treated with a special dinner menu accompanied by delightful singing, acrobatic performance and a cajon performance. Ms Sim Ann, Senior Minister of State, Ministry of Communications and Information & Ministry of Culture, Community and Youth, who was our Guest of Honour, performed a rendition of "Yesterday Once More" to the delight of our guests in support of our live donation segment. A total of \$309,704\* was raised from table sales, sponsorships and live donations.



Watch REACH Charity Dinner video highlights here

\*Figure includes Tote Board grant.

## #Pushupforyouth2019 Campaign

1 October to 8 November 2019

For the second year running, #pushupforyouth2019 rallied individuals and groups to post videos of themselves doing 20 push-ups to raise awareness and funds to help our disadvantaged youth. More than 500 videos were posted on social media with the hashtag #pushupforyouth2019. Informal "pop-ups" sessions hosted by various partners were the highlights of this year campaign. \$228,735\* was raised through corporate and individual giving.

\*Figure includes Tote Board grant.



## Air Products Singapore

A long-time supporter of REACH Youth Mentoring Programme, Air Products Singapore brought joy to seniors from REACH Senior Service by organising two activities – mooncake making session and an outing to S.E.A. Aquarium. Such activities are important for seniors to engage their minds and bodies, bringing about sense of belonging and well-being. We are thankful for Air Product Singapore's continued support.

**REACH**  
COMMUNITY SERVICES

**#PUSHUPFORYOUTH2019**

reachyouthservice

reachyouthservice #pushupforyouth challenge is back!  
📅 From 1 Oct to 8 Nov, you can be part of this movement...

- 1 Follow @reachyouthservice
- 2 Post a video of yourself completing 20 push-ups onto your Instagram/Facebook account with hashtag #pushupforyouth2019 and set it to public
- 3 Tag 3 friends

Sponsors will donate \$20 to REACH Community Services for each video posted with #pushupforyouth2019 in support of our youth programmes and services.

Check bio for more information.

For sponsorship or enquires, please email derrick.lau@reach.org.sg

## The Fullerton Hotel Singapore

Since 2018, the Fullerton Academy has been a key partner for our REACH Youth Mentoring Programme. Through training in culinary and photography provided by staff and vendors, youths from REACH Youth Service were taught life skills and exposed to various career options in the hospitality and travel industry.



Watch #Pushupforyouth2019 Campaign video highlights here:



## Hewlett-Packard Singapore

Service users from REACH Community Services were invited to three events organised by Hewlett-Packard – Mid-Autumn festive celebration, Hewlett-Packard's Family Day and Christmas celebration, much to their excitement. Low-income families also benefitted from REACH Counselling SG-Family (RCSGF), a programme supported by Hewlett-Packard Singapore, having learnt essential skills such as employment, financial literacy and parenting skills.

## Maritime and Port Authority of Singapore

We are grateful to Maritime and Port Authority of Singapore (MPA) for adopting REACH Community Services as their beneficiary again. During MPA Charity Day, money was raised by MPA staff to purchase electrical appliances requested by our service users. In addition, our service users were also invited to join in MPA's Family Day for a day of fun and family bonding with free entry tickets to SuperPark Singapore. Grace Lee, Head of our Family Service was seen receiving a cheque donation on behalf of RCSS.



# ACKNOWLEDGEMENTS

Thank you to the following sponsors for Touching Hearts and Reaching Lives!



**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

AMKFS Community Services - COMNET Senior Services

Andrew and Grace Home

Anglo-Chinese School (Independent)

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

Bukit Gombak Constituency Office

Bukit View Primary School

Caregiver Alliance Limited

Cargill International Trading Pte Ltd

Catholic High School

Central Narcotics Bureau

Central Singapore Community Development Council (CDC)

Choa Chu Kang Constituency Office

Citrus Media Pte Ltd

Community Chest

Dance Channel Singapore

Dazhong Primary School

Dunearn Secondary School

Dunman High School

Eagle Infotech Consultants Pte Ltd

Effektiv Systems Solution Pte Ltd

Evergreen Secondary School

Far East Organization

Food From The Heart

Football Association of Singapore

Gammon Pte Limited

Gardens by the Bay

Golden Flower International Pte Ltd

Grace Assembly Of God

Guanyang Secondary School

HCSA Community Services - Dayspring Residential Treatment Centre

HDB Bishan Branch Office

Health Promotion Board

Heartware Network

Hillgrove Secondary School

Hillview Community Centre

Hong Kah North Community Club

Hong Kah North Constituency Office

Hougang United Football Club

HP Singapore (Private) Limited

ITE College West

Kembangan-Chai Chee Community Sports Club

Keppel Club

Kovan Sports Centre

Kuo Chuan Presbyterian Secondary School

Lee Foundation

Lunch Actually

Maritime and Port Authority of Singapore

Mentoring Alliance Singapore

Micron Singapore

Millennium 3 Building Products Pte Ltd

Ministry of Culture, Community & Youth

Ministry of Health

Ministry of HOPE Affairs

Ministry of Social and Family Development

Nanyang Inc Pte Ltd

National Council of Social Service

National Healthcare Group

National Junior College

National Library Board

National University Health System

National University Health System, G-RACE

National University of Singapore: Saw Swee Hock School of Public Health

National Youth Council

Ng Teng Fong General Hospital

Ngee Ann Polytechnic

North East Community Development Council (CDC)

PASion WaVe @ Jurong Lake Gardens

People's Association

Pioneer Community Sports Club

Potong Pasir Community Club

Power Partners Pte Ltd

PPIIS Family Service Centre

Queenstown Secondary School

Raffles Girls' School

Raffles Institution

Rulang Primary School

Seng Choon Engineering Pte Ltd

SHINE Children & Youth Services

Singapore After-Care Association

Singapore Anglican Community Services

Singapore Boys' Hostel

Singapore Children Society

Singapore Dragonboat Association

Singapore Hospice Council

Singapore Island Country Club

Singapore Police Force Central Division

Singapore Police Force Jurong Division

Singapore Police Force Tanglin Division

Singapore Polytechnic

Singapore Press Holdings Ltd (SPH)

Singapore Prison Service

Singapore Sports Hub

Singapore Traffic Police

Social Service Office @ Bukit Batok

Social Service Office @ Bukit Panjang

Social Service Office @ Choa Chu Kang

Social Service Office @ Toa Payoh

South West Community Development Council (CDC)

SportCares Foundation

Sumitomo Chemical Asia Pte Ltd

Super Talent Childcare

Swiss Cottage Secondary School

Tanjong Pagar-Tiong Bahru Consistency Office

TeamBuild Construction (Pte) Ltd

Teens Network (T-Net) Club @ Macpherson

The Boy's Brigade in Singapore

The Council for Third Age, C3A

The Esplanade Co Ltd

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

The New Church

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

UOB Group Compliance Team

Zion Bishan Bible-Presbyterian Church

AND all other corporate partners, donors and volunteers

# DONATE & VOLUNTEER WITH US

REACH Community Services depends on our generous donors and dedicated volunteers to support the work we do. Your contributions will help us extend our services to more individuals and families who are vulnerable and needy in our Community. Each dollar you contribute goes toward enhancing our service users' quality of life, by improving their access to basic needs and essential services.

Beyond monetary contributions, you can also contribute your time, talents, and most of all, love. Be it befriending seniors, mentoring youth, or providing administrative support, no form of giving is too insignificant!

Demonstrate your love to the Least, the Lost and the Lonely by donating and/ or volunteering with us now.



**"It's not how much we give, but how much love we put into giving." – Mother Teresa**

## How Your Donations Will Make a Difference

**\$50** Every \$50 will enable a distressed individual to receive professional counselling/ therapy for 1 session.

**\$100** Every \$100 will help a low-income family with young children in milk powder purchase for 1 month.

**\$300** Every \$300 will help 15 vulnerable youths to stay out of trouble by engaging them through our weekly sports and arts programmes.

**\$500** Every \$500 will support 10 isolated seniors in prevention of depression and suicide ideation through engaging them at our drop-in Centre for 1 month.



Simply scan to make a contribution today!



Check out the available volunteering opportunities!

\*Your donation (\$20 and above) is eligible for 250% tax deduction.

# FINANCIAL STATEMENTS

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

In association with  
**Smith & Williamson**

**REACH COMMUNITY SERVICES SOCIETY**  
(Registered under the Charities Act, Chapter 37)  
(Registered under the Societies Act, Chapter 311)  
(Incorporated in the Republic of Singapore)  
(Unique Entity No. S98SS0144L)

**Annual Report for the financial year ended  
31 December 2019**

**Nexia TS Public Accounting Corporation**

UEN: 200507237N / Incorporated with limited liability  
Singapore • China • Malaysia • Myanmar

Nexia TS Public Accounting Corporation is a member of Nexia International, a worldwide network of independent accounting and consulting firms.  
80 Robinson Road, #25-00, Singapore 068898 Tel: (65) 6534 5700 Fax: (65) 6534 5766 Website: www.nexiats.com.sg



**REACH COMMUNITY SERVICES SOCIETY**

**Annual Report**

*For the financial year ended 31 December 2019*

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**REACH COMMUNITY SERVICES SOCIETY**

**STATEMENT BY THE MANAGEMENT COMMITTEE**

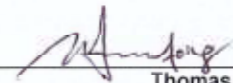
*For the financial year ended 31 December 2019*

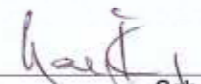
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We, **Thomas Ow Yong** and **Goh Lay Fong** on behalf of the Management Committee, do state that in our opinion, the financial statements set out on pages 6 to 26 are drawn up so as to give a true and fair view of the financial position of REACH Community Services Society (the "Society") as at 31 December 2019 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

  
\_\_\_\_\_  
**Thomas Ow Yong**  
President

  
\_\_\_\_\_  
**Goh Lay Fong**  
Honorary Treasurer

Singapore

18 April 2020

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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 2019, 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 26.

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 2019 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.

**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 CAS, and for devising and maintaining a system of internal accounting controls sufficient to provide a reasonable assurance that assets are safeguarded against loss from unauthorised use or disposition; and transactions are properly authorised and that they are recorded as necessary to permit the preparation of true and fair financial statements and to maintain accountability of assets.

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

**Independent Auditor's Report to the Members of  
REACH COMMUNITY SERVICES SOCIETY  
(Continued)**

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

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

As part of an audit in accordance with SSAs, we exercise professional judgement and maintain professional 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.

**Independent Auditor's Report to the Members of  
REACH COMMUNITY SERVICES SOCIETY  
(Continued)**

**Report on Other Legal and Regulatory Requirements**

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

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

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

*Nexia TS*

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

**Singapore**

**18 April 2020**

## REACH COMMUNITY SERVICES SOCIETY

### BALANCE SHEET

As at 31 December 2019

	Note	2019 S\$	2018 S\$
<b>ASSETS</b>			
<b>Non-current assets</b>			
Property, plant and equipment	3	325,184	540,852
<b>Current assets</b>			
Cash and bank balances	4	9,467,438	8,507,227
Other receivables	5	470,292	276,183
		<u>9,937,730</u>	<u>8,783,410</u>
<b>Total Assets</b>		<u>10,262,914</u>	<u>9,324,262</u>
<b>Current liabilities</b>			
Other payables	6	938,665	735,281
<b>Net assets</b>		<u>9,324,249</u>	<u>8,588,981</u>
<b>Funds of the Society</b>			
Total unrestricted funds	11	5,065,022	4,516,323
Total restricted funds	11	4,259,227	4,072,658
<b>Total funds</b>		<u>9,324,249</u>	<u>8,588,981</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 2019

Note	Total unrestricted funds S\$	Total restricted funds S\$	2019 Total funds S\$	2018 Total funds S\$
<b>Income from generated funds</b>				
Donation – Tax deductible	951,814	210,835	1,162,649	1,151,369
Donation – Non-Tax deductible	428,975	17,069	446,044	441,276
<b>Total voluntary income</b>	<u>1,380,789</u>	<u>227,904</u>	<u>1,608,693</u>	<u>1,592,645</u>
<b>Investment income</b> – Fixed deposit interest income	147,861	-	147,861	91,372
<b>Income from charitable activities</b>				
Programme revenue	157,550	21,582	179,132	100,223
Funding from MSF / MCCY	84,400	2,095,457	2,179,857	2,102,401
Funding from NCSS / AIC	12,559	474,420	486,979	190,000
Funding from Tote Board	78,318	469,368	547,686	838,728
Funding from ComChest	-	93,876	93,876	89,069
Care & Share matching grant	341,317	-	341,317	-
Funding from other organisations	100,744	330,425	431,169	572,945
<b>Total government subvention</b>	<u>617,338</u>	<u>3,463,546</u>	<u>4,080,884</u>	<u>3,793,143</u>
<b>Other income</b>	52,722	41,622	94,344	131,337
<b>Total income</b>	<u>2,356,260</u>	<u>3,754,654</u>	<u>6,110,914</u>	<u>5,708,720</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 2019

	Note	Total unrestricted funds S\$	Total restricted funds S\$	2019 Total funds S\$	2018 Total funds S\$
<b>Expenditure:</b>					
<b>Fundraising costs</b>		(112,086)	-	(112,086)	(102,420)
Employee compensation	7	(2,053,365)	(1,973,303)	(4,026,668)	(3,631,984)
Other staff related costs		(66,765)	(96,242)	(163,007)	(118,767)
Overheads		(96,660)	(210,970)	(307,630)	(273,092)
Programme expenses		(235,169)	(225,569)	(460,738)	(408,094)
Depreciation of property, plant and equipment	3	(32,712)	(259,734)	(292,446)	(302,907)
Allocation of corporate support costs		801,070	(801,070)	-	-
Write-off of property, plant and equipment		(32)	(1,197)	(1,229)	-
<b>Total expenses from charitable activities</b>		(1,683,633)	(3,568,085)	(5,251,718)	(4,734,844)
Audit costs		(6,492)	-	(6,492)	(6,740)
Annual General Meeting and related costs		(5,350)	-	(5,350)	(5,770)
<b>Total governance costs</b>		(11,842)	-	(11,842)	(12,510)
<b>Total expenditure</b>		<b>(1,807,561)</b>	<b>(3,568,085)</b>	<b>(5,375,646)</b>	<b>(4,849,774)</b>
<b>Net income</b>		<b>548,699</b>	<b>186,569</b>	<b>735,268</b>	<b>858,946</b>
<b>Reconciliation of funds</b>					
Total funds brought forward		4,516,323	4,072,658	8,588,981	7,730,035
<b>Total funds carried forward</b>		<b>5,065,022</b>	<b>4,259,227</b>	<b>9,324,249</b>	<b>8,588,981</b>

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 2019

Breakdown of Restricted Funds

	2019 Restricted Funds							Total restricted funds S\$
	FSC fund S\$	HOPE fund S\$	ESU fund S\$	SWP fund S\$	YES fund S\$	PC2017 S\$	Senior fund S\$	
<b>Income from generated funds</b>								
Donation – Tax Deductible	7,150	-	-	-	-	-	203,685	210,835
Donation – Non Tax Deductible	350	-	-	-	-	-	16,719	17,069
<b>Total voluntary income</b>	<b>7,500</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>220,404</b>	<b>227,904</b>
<b>Income from charitable activities</b>								
Programme revenue	-	-	-	-	-	-	21,582	21,582
Funding from/(return to) MSF/ MCCY	1,840,975	253,605	(9,849)	-	(214)	-	10,940	2,095,457
Funding from/(return to) NCSS / AIC	-	-	(1,641)	-	-	-	476,061	474,420
Funding from Tote Board	469,368	-	-	-	-	-	-	469,368
Funding from ComChest	93,876	-	-	-	-	-	-	93,876
Funding from other organisations	50,970	-	-	-	-	-	279,455	330,425
<b>Total government subvention</b>	<b>2,455,189</b>	<b>253,605</b>	<b>(11,490)</b>	<b>-</b>	<b>(214)</b>	<b>-</b>	<b>766,456</b>	<b>3,463,546</b>
<b>Other income</b>	<b>23,797</b>	<b>1,658</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>16,167</b>	<b>41,622</b>
<b>Total income</b>	<b>2,486,486</b>	<b>255,263</b>	<b>(11,490)</b>	<b>-</b>	<b>(214)</b>	<b>-</b>	<b>1,024,609</b>	<b>3,754,654</b>

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 2019

	2019 Restricted Funds							Total restricted funds S\$
	FSC fund S\$	HOPE fund S\$	ESU fund S\$	SWP fund S\$	YES fund S\$	PC2017 S\$	Senior fund S\$	
<b>Expenditure:</b>								
Employee compensation	(1,124,867)	(236,054)	-	-	-	(55,518)	(556,864)	(1,973,303)
Other staff related costs	(78,458)	(3,959)	-	-	-	-	(13,825)	(96,242)
Overheads	(111,761)	(5,254)	-	-	-	-	(93,955)	(210,970)
Programme expenses	(110,041)	(2,592)	(48)	-	-	(5,288)	(107,600)	(225,569)
Depreciation of property, plant and equipment	(151,242)	-	-	-	-	-	(108,492)	(259,734)
Allocation of corporate support costs	(534,047)	(53,405)	-	-	-	-	(213,618)	(801,070)
Write-off of property, plant and equipment	(1,197)	-	-	-	-	-	-	(1,197)
<b>Total expenses from charitable activities</b>	<b>(2,111,613)</b>	<b>(301,264)</b>	<b>(48)</b>	<b>-</b>	<b>-</b>	<b>(60,806)</b>	<b>(1,094,354)</b>	<b>(3,568,085)</b>
<b>Total expenditure</b>	<b>(2,111,613)</b>	<b>(301,264)</b>	<b>(48)</b>	<b>-</b>	<b>-</b>	<b>(60,806)</b>	<b>(1,094,354)</b>	<b>(3,568,085)</b>
<b>Net income / (expenditure)</b>	<b>374,873</b>	<b>(46,001)</b>	<b>(11,538)</b>	<b>-</b>	<b>(214)</b>	<b>(60,806)</b>	<b>(69,745)</b>	<b>186,569</b>
<b>Reconciliation of funds</b>								
Total funds brought forward	3,839,544	(53,019)	(56,744)	1,437	(519)	58,402	283,557	4,072,658
<b>Total funds carried forward</b>	<b>4,214,417</b>	<b>(99,020)</b>	<b>(68,282)</b>	<b>1,437</b>	<b>(733)</b>	<b>(2,404)</b>	<b>213,812</b>	<b>4,259,227</b>

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 2019

	2019 Senior Funded Programmes							Total Senior fund S\$
	CBP-HKN S\$	CBP-TP S\$	CBP-Pioneer S\$	Café S\$	Little Kampong S\$	Silver station S\$	CST S\$	
<b>Income from generated funds</b>								
Donation – Tax Deductible	-	-	-	175,785	-	-	27,900	203,685
Donation – Non Tax Deductible	-	-	-	7,704	-	-	9,015	16,719
<b>Total voluntary income</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>183,489</b>	<b>-</b>	<b>-</b>	<b>36,915</b>	<b>220,404</b>
<b>Income from charitable activities</b>								
Programme revenue	-	-	-	2,237	-	-	19,345	21,582
Funding from MSF/ MCCY	-	-	-	10,940	-	-	-	10,940
Funding from NCSS / AIC	-	-	-	-	-	180,570	295,491	476,061
Funding from other organisations	69,519	61,601	105,664	25,187	17,484	-	-	279,455
<b>Total government subvention</b>	<b>69,519</b>	<b>61,601</b>	<b>105,664</b>	<b>36,127</b>	<b>17,484</b>	<b>180,570</b>	<b>295,491</b>	<b>766,456</b>
<b>Other income</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>16,167</b>	<b>16,167</b>
<b>Total income</b>	<b>69,519</b>	<b>61,601</b>	<b>105,664</b>	<b>221,853</b>	<b>17,484</b>	<b>180,570</b>	<b>367,918</b>	<b>1,024,609</b>

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 2019

2019 Senior 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>Silver station</u> S\$	<u>CST</u> S\$	<u>Total Senior fund</u> S\$
<b>Expenditure:</b>								
Employee compensation	(79,344)	(50,112)	(93,612)	(20,171)	(13,386)	(153,464)	(146,775)	(556,864)
Staff related costs	-	-	-	-	-	-	(13,825)	(13,825)
Overheads	-	(223)	(451)	-	(824)	(771)	(91,686)	(93,955)
Programme expenses	(1,594)	(1,969)	(1,188)	(12,776)	(1,738)	(3,318)	(85,017)	(107,600)
Depreciation of property, plant and equipment	(18,082)	(18,082)	(18,082)	(18,082)	-	(18,082)	(18,082)	(108,492)
Allocation of corporate support costs	(35,603)	(35,603)	(35,603)	(35,603)	-	(35,603)	(35,603)	(213,618)
<b>Total expenses from charitable activities</b>	<b>(134,623)</b>	<b>(105,989)</b>	<b>(148,936)</b>	<b>(86,632)</b>	<b>(15,948)</b>	<b>(211,238)</b>	<b>(390,988)</b>	<b>(1,094,354)</b>
<b>Total expenditure</b>	<b>(134,623)</b>	<b>(105,989)</b>	<b>(148,936)</b>	<b>(86,632)</b>	<b>(15,948)</b>	<b>(211,238)</b>	<b>(390,988)</b>	<b>(1,094,354)</b>
<b>Net (expenditure) / income</b>	<b>(65,104)</b>	<b>(44,388)</b>	<b>(43,272)</b>	<b>135,221</b>	<b>1,536</b>	<b>(30,668)</b>	<b>(23,070)</b>	<b>(69,745)</b>
<b>Reconciliation of funds</b>								
Total funds brought forward	56,460	51,725	57,598	113,514	4,260	-	-	283,557
<b>Total funds carried forward</b>	<b>(8,644)</b>	<b>7,337</b>	<b>14,326</b>	<b>248,735</b>	<b>5,796</b>	<b>(30,668)</b>	<b>(23,070)</b>	<b>213,812</b>

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 2019

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 3<sup>rd</sup> Age
- xiv) CST : Community Silver Trust
- xv) PC2017 : President Challenge 2017
- xvi) MCCY : Ministry of Culture, Community & Youth
- xvii) AIC : Agency of Integrated Care

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 2019

	Note	2019 S\$	2018 S\$
<b>Cash flows from operating activities</b>			
Net income for the financial year		735,268	858,946
Adjustments for:			
- Depreciation of property, plant and equipment	3	292,446	302,907
- Fixed deposit interest income		(147,861)	(91,372)
- Write-off of property, plant and equipment		1,229	-
<b>Operating cash flows before changes in working capital</b>		<b>881,082</b>	<b>1,070,481</b>
Other receivables		(134,266)	(65,577)
Other payables		203,384	79,036
<b>Net cash flows generated from operating activities</b>		<b>950,200</b>	<b>1,083,940</b>
<b>Cash flows from investing activities</b>			
Interest received		88,018	94,705
Additions to property, plant and equipment	3	(78,007)	(349,616)
<b>Net cash generated from/(used in) investing activities</b>		<b>10,011</b>	<b>(254,911)</b>
<b>Net increase in cash and bank balances</b>		<b>960,211</b>	<b>829,029</b>
Cash and bank balances at beginning of the financial year		8,507,227	7,678,198
<b>Cash and bank balances at end of the financial year</b>	4	<b>9,467,438</b>	<b>8,507,227</b>

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

## REACH COMMUNITY SERVICES SOCIETY

### NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2019

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 Society's IPC status is valid from 1<sup>st</sup> November 2018 to 31<sup>st</sup> October 2021.

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 18 April 2020.

#### 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.

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.

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.

## NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2019

## 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 a composite factor of the headcount, training and development investment and floor area of the centres deployed by the 4 key service units.

## 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.

## NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2019

## 3. Property, plant and equipment

	<u>Computers</u> S\$	<u>Furniture, fittings and equipment</u> S\$	<u>Renovation</u> S\$	<u>Total</u> S\$
<b>2019</b>				
<b><u>Cost</u></b>				
Beginning of financial year	249,164	187,909	1,555,179	1,992,252
Additions	6,260	67,762	3,985	78,007
Write-off	-	(8,440)	-	(8,440)
End of financial year	<u>255,424</u>	<u>247,231</u>	<u>1,559,164</u>	<u>2,061,819</u>
<b><u>Accumulated depreciation</u></b>				
Beginning of financial year	177,483	96,391	1,177,526	1,451,400
Depreciation charge	34,606	45,087	212,753	292,446
Write-off	-	(7,211)	-	(7,211)
End of financial year	<u>212,089</u>	<u>134,267</u>	<u>1,390,279</u>	<u>1,736,635</u>
<b><u>Net book value</u></b>				
End of financial year	<u>43,335</u>	<u>112,964</u>	<u>168,885</u>	<u>325,184</u>
<b>2018</b>				
<b><u>Cost</u></b>				
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	<u>249,164</u>	<u>187,909</u>	<u>1,555,179</u>	<u>1,992,252</u>
<b><u>Accumulated depreciation</u></b>				
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	<u>177,483</u>	<u>96,391</u>	<u>1,177,526</u>	<u>1,451,400</u>
<b><u>Net book value</u></b>				
End of financial year	<u>71,681</u>	<u>91,518</u>	<u>377,653</u>	<u>540,852</u>

Some assets with net book value of \$1,229 that were written-off in 2019 comprise 3 older centres' door access system that made way for a unified digital system across all centres.

Whereas, some obsolete computers with zero net book value were written-off in 2018.

## NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2019

## 4. Cash and bank balances

	2019 S\$	2018 S\$
Cash at bank and on hand	967,438	707,227
Short-term fixed deposits	8,500,000	7,800,000
	<u>9,467,438</u>	<u>8,507,227</u>

Short-term fixed deposits bear interest rates ranging from 1.70% to 2.20% (2018: 1.05% to 2.10%) per annum, with tenure periods ranging from 6 months to 12 months (2018: 3 months to 12 months).

## 5. Other receivables

	2019 S\$	2018 S\$
Receivables for services provided	356,429	226,461
Fixed deposit interest receivable	83,240	23,397
Prepayments	25,443	20,361
Deposits (refundable)	5,180	5,964
	<u>470,292</u>	<u>276,183</u>

## 6. Other payables

	2019 S\$	2018 S\$
Accruals for staff performance bonus	445,507	301,989
Accruals for Central Provident Fund contribution	181,058	161,514
Accruals for unutilised leave	41,899	36,729
Funds received in advance	242,786	93,373
Amount due to supplier	-	98,804
Others	27,415	42,872
	<u>938,665</u>	<u>735,281</u>

## 7. Employee compensation

	2019 S\$	2018 S\$
Gross salaries	2,783,907	2,642,216
Bonus	712,148	510,944
Employer's contributions for Central Provident Fund	530,613	478,824
	<u>4,026,668</u>	<u>3,631,984</u>

## NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2019

## 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:

	2019	2018
Number of employees in bands		
- Between \$100,000 and \$200,000	2	3
- Between \$200,001 and \$300,000	<u>1</u>	<u>-</u>

## 8. Related party transactions

Key management personnel annual remuneration is as follows:

	2019 S\$	2018 S\$
Gross salaries	556,284	587,137
Bonus	147,477	143,408
Employer's contribution to Central Provident Fund	78,471	83,969
	<u>782,232</u>	<u>814,514</u>

Number of key management personnel 6 7

The key management personnel comprise the Chief Executive and the heads of the 4 service units and core corporate functions. In 2018, the heads of the core corporate functions include the head of finance and volunteer management and head of human resource and community partnership.

In 2019, the head of human resource and community partnership position was vacated and remain unfilled. The Society operates 4 services: namely Family, Counselling, Youth and Senior.

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

Transactions with Grace AG are as follows:

	2019 S\$	2018 S\$
Donation received	250,000	240,000
Fees paid	<u>(69,518)</u>	<u>(54,216)</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.

**NOTES TO THE FINANCIAL STATEMENTS**  
For the financial year ended 31 December 2019

**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:

	2019 S\$	2018 S\$
Not later than one year	11,890	9,507
Between one and five years	17,340	7,790
	<u>29,230</u>	<u>17,297</u>

**10. Other income**

	2019 S\$	2018 S\$
Government grants and rebates	70,247	95,257
VCF grants	3,268	28,070
Miscellaneous income	20,829	8,010
	<u>94,344</u>	<u>131,337</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:

	2019 S\$	2018 S\$
<b>Unrestricted fund</b>		
Balance at beginning of the financial year	4,516,323	4,655,704
Net income/(expenditure) for the financial year	548,699	(139,381)
Balance at end of the financial year	<u>5,065,022</u>	<u>4,516,323</u>
<b>Total unrestricted fund expenditure</b>	1,807,561	2,344,215
Unrestricted Funds reserves ratio	<u>2.80</u>	<u>1.93</u>
FSC reserves ratio	<u>2.00</u>	<u>2.24</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 the fund balances at the end of the financial year divided by the fund expenditure for the financial year.

**NOTES TO THE FINANCIAL STATEMENTS**  
For the financial year ended 31 December 2019

**11. Funds movement (continued)**

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

	2019 restricted funds movement							Total restricted funds S\$
	FSC fund S\$	HOPE fund S\$	ESU fund S\$	SWP fund S\$	YES fund S\$	PC2017 S\$	Senior fund S\$	
Balance at beginning of the financial year	3,839,544	(53,019)	(56,744)	1,437	(519)	58,402	283,557	4,072,658
Net income/(expenditure) for the financial year	374,873	(46,001)	(11,538)	-	(214)	(60,806)	(69,745)	186,569
Balance at end of the financial year	<u>4,214,417</u>	<u>(99,020)</u>	<u>(68,282)</u>	<u>1,437</u>	<u>(733)</u>	<u>(2,404)</u>	<u>213,812</u>	<u>4,259,227</u>

	2018 restricted funds movement							Total restricted funds S\$
	FSC fund S\$	HOPE fund S\$	ESU fund S\$	SWP fund S\$	YES fund S\$	PC2017 S\$	Senior fund S\$	
Balance at beginning of the financial year	3,150,584	(33,091)	(56,439)	(1,724)	(905)	-	15,906	3,074,331
Net income/(expenditure) for the financial year	688,960	(19,928)	(305)	3,161	386	58,402	267,651	998,327
Balance at end of the financial year	<u>3,839,544</u>	<u>(53,019)</u>	<u>(56,744)</u>	<u>1,437</u>	<u>(519)</u>	<u>58,402</u>	<u>283,557</u>	<u>4,072,658</u>

## 11. Funds movement (continued)

The Society's senior fund as at the reporting date are as follows:

## Breakdown of Senior Fund

## 2019 Restricted funds - Senior fund movement

	CBP- HKN S\$	CBP-TP S\$	CBP- Pioneer S\$	Cafe S\$	Little Kampong S\$	Silver station S\$	CST S\$	Total senior funds S\$
Balance at beginning of the financial year	56,460	51,725	57,598	113,514	4,260	-	-	283,557
Net (expenditure)/income for the financial year	(65,104)	(44,388)	(43,272)	135,221	1,536	(30,668)	(23,070)	(69,745)
Balance at end of the financial year	(8,644)	7,337	14,326	248,735	5,796	(30,668)	(23,070)	213,812

## 2018 Restricted funds - Senior fund movement

	CBP- HKN S\$	CBP-TP S\$	CBP- Pioneer S\$	Cafe S\$	Little Kampong S\$	Silver station S\$	CST S\$	Total senior funds 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	57,599	108,466	(178)	-	-	267,651
Balance at end of the financial year	56,460	51,725	57,599	113,513	4,260	-	-	283,557

## 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 was restricted for the use of Enhanced STEP UP programme. It was a support programme for students at risk of dropping out of school and with attendance issues as well as out of school youths. ESU programme ended in 2018.

The SWP fund was restricted for the use of Streetwise Programme (SWP). SWP was a 6-month voluntary, preventive and rehabilitative programme for youths who associate with gangs. SWP ended in 2018.

The YES fund was restricted to fund Youth Enhanced Supervision scheme, a 6-month rehabilitative programme for first-time drug offenders aged 21 and below. YES programme ended in 2018.

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.

Silver station (SS) is the funding by AIC (Agency for Integrated Care) for CREST-SS @ Hong Kah North; a community mental health care and support initiative.

CST is the Community Silver Trust funding administered by AIC for the Intermediate and Long-Term Care (ILTC) sector to run active ageing programmes for seniors.

**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.

13. Event subsequent to the reporting period

The Coronavirus Disease (COVID-19) outbreak subsequent to the reporting period may have impact to the financial activities of the Society. As the situation relating to the spread remains uncertain, it is currently not possible to ascertain any financial impact it may have on the financial performance of financial activities of the Society in 2020.



As God's people, Grace Assembly of God wants to reach out to the marginalised, poor, and needy.

As we celebrate our 70<sup>th</sup> Anniversary this year, we will continue to demonstrate God's love, and impact the lives of those in need in the community through our social service arm, REACH Community Services Society (RCSS).

To find out more, follow us at:



@graceaogsingapore



@graceag1950



@GraceAOG



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## FAMILY

### **REACH Community Services Society Headquarter Family Service Centre @ Bishan**

187 Bishan Street 13 #01-475 Singapore 570187  
T: 6252 2566 E: family@reach.org.sg

### **Family Service Centre @ Sin Ming**

409 Sin Ming Avenue #01-01 Singapore 570409  
T: 6801 0703 E: family@reach.org.sg

## COUNSELLING

### **Counselling Centre @ Shunfu**

307 Shunfu Road #01-137 Singapore 570307  
T: 6801 0730 E: counselling@reach.org.sg

## YOUTH

### **Youth Powerhouse @ Bukit Batok**

417 Bukit Batok West Avenue 4 #01-284 Singapore 650417  
T: 6801 0740 E: youth@reach.org.sg

## SENIOR

### **Senior Centre @ Jalan Membina**

26B Jalan Membina #01-188 Singapore 165026  
T: 6801 0722 E: senior@reach.org.sg

### **Senior Centre @ Bukit Gombak Vista**

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Family • Counselling • Youth • Senior