

Anchored in

Hope

ANNUAL REPORT 2020

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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, Counselling Centre@Shunfu, Youth Powerhouse@Bukit Batok, Senior Centre@Jalan Membina and Senior Centre@Bukit Gombak Vista.



“ We have this hope as an anchor for the soul, firm and secure. It enters the inner sanctuary behind the curtain, where our forerunner, Jesus, has entered on our behalf. He has become a high priest forever, in the order of Melchizedek. ”

Hebrews 6:19-20 NIV

Since ancient times, the anchor has symbolised safety. For Christians, the anchor also symbolises hope.

“Anchored in Hope” is illustrated by a sturdy anchor that, when lowered to the seabed, will hold firm the weary ship against the stormy water. This stormy water typifies the COVID-19 pandemic that came crushing to the world like an overwhelming tsunami. The ship symbolises our clients and service users going through the distress brought on by the pandemic. The social work, counselling, and the many support schemes REACH put together for the Community, serve as the anchor that keeps our clients steady through the storm, and brings forth hope of recovery and renewal as they emerge from the storm. Without the anchor, the ship may have been devoured by the storms — storms of helplessness and of hopelessness.

As the anchor provides the much-needed stability to the distressed families and individuals in the Community, this anchor is not spared from the disruptions the pandemic brings. In spite of the turbulent situations, it remains unshaken and committed as it stays anchored in this Hope that is firm and secure — our forerunner Jesus, as typified by rays of light breaking through the dark water, guiding the way to safety.

The anchor represents REACH Community Services who remains Anchored in Hope, as she remains to be the anchor to the Least, the Lost and the Lonely in the Community.

3774
SERVICE USERS



715
SENIORS IMPACTED



960
YOUTHS IMPACTED



1284
FAMILIES IMPACTED



815
MARRIAGES & INDIVIDUALS IMPACTED



Total Outreach Programmes

82

Programme Hours

4701



293,550
(Online/Social Media)

1170
(Physical)

OUTREACH PARTICIPANTS

2110
^(+8.9%)
TOTAL NO. OF CASES

REACH

Youth Service

Senior Service

f FOLLOWERS

1879
^(+41.2%)

1450
^(+10.1%)

460
^(NEW)

ig FOLLOWERS

506
^(NEW)

1322
^(+36.7%)



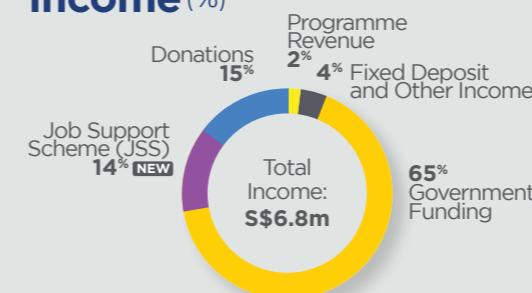
3202
^(-0.2%)
EMAIL SUBSCRIBERS

435
ACTIVE VOLUNTEERS

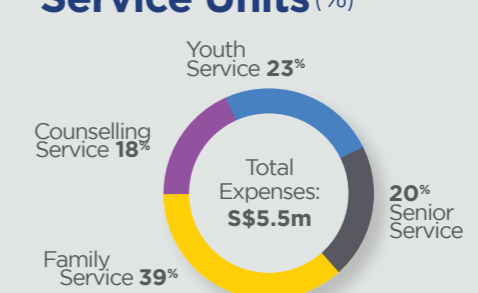


31%
LONG-SERVICE VOLUNTEERS
(3 years & above)

TOTAL FUNDING:
Sources of Income (%)



TOTAL EXPENSES:
Expenditure by Service Units (%)



Unrestricted Funds



* Amount excludes JSS

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

POSITION	NAMES
Sub-committee members	
Audit:	Sin Lye Kuen Jimmy Yap
Human Resource:	Chia Mei Mei Chan Hock Hui Eunice Ng
Finance & Fund Raising:	Lam Kun Kin Goh Lay Fong
Strategic Development & Programmes:	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:	FY2020	FY2019
Between \$100,000 and \$200,000	3	2
Between \$200,001 and \$300,000	0	1

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 organisation. 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

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 2020

MC TERM 2019/2021	ATTENDANCE / NO OF MEETINGS	MC TERM 2019/2021	ATTENDANCE / NO OF MEETINGS
Thomas Ow Yong	4/4	Jimmy Yap	4/4
Sin Lye Kuen	4/4	Lam Kun Kin	4/4
Chia Mei Mei	3/4	Michael Lai	4/4
Goh Lay Fong	3/4	Soon Kim Tat	4/4
Chan Hock Hui	4/4		

MESSAGE FROM THE PRESIDENT



“ ... we were grateful that as REACH stayed dedicated in giving hope to those in distress, God has proven Himself faithful in His provision as REACH remains Anchored in Hope. ”

Thomas Ow Yong
President, REACH Community Services

2020 was arguably one of the most challenging years for REACH Community Services Society since her inception in 1998. It was also a year where the needs of the Community for social service support were at record high as a result of the COVID-19 pandemic.

In response, REACH went full throttle and ramped up the 4 key Social Services, namely Family, Counselling, Youth, and Senior, to meet the greater social needs through her 6 Community Touchpoints. REACH persevered and rose to the occasion as she scaled up and adapted her operations to meet those needs in the Community, all while attempting to navigate her way through uncharted waters. Despite the challenges that entailed, REACH stood true to her service tag line – Hope is within REACH – and continued to demonstrate that hope truly is within reach, with a total number of 3,774 service users and 294,720 outreach participants (through physical events and social media) REACHED and impacted in 2020.

On the frontline, we served the Community fearlessly. But on the backend, we were filled with trepidation. Singapore’s economy was not spared, with our government digging deep into our national reserves to protect jobs and our economy. It was a struggle to preserve lives and livelihoods. However, this could only cushion some of the impact; we are still seeing business failures, job losses, and many other disruptions that affect livelihood and put a strain on our society’s mental health. Nonetheless, we were grateful that as REACH stayed dedicated in giving hope to those in distress, God has proven Himself faithful in His provision as REACH remains Anchored in Hope.

As we thank God for His hands of grace on REACH, we want to express our gratitude to the Church, our team of dedicated staff and volunteers, Government Agencies, generous donors, Community and Corporate partners for your steadfast support that fuels our work. As we remain anchored in this Hope that is secure, we will remain empowered to help our service users in the Community to stay anchored amidst the storm.

MESSAGE FROM THE CHIEF EXECUTIVE



“ ... it has also created many opportunities for humanity to demonstrate her best, with many corporate partners and individuals stepping up in laudable ways to give of their time, talent and treasures, and to collaborate with us to help reach out to those in need. ”

Ho Siew Cheong
Chief Executive, REACH Community Services

Operationally, 2020 was a very challenging year. Caught unprepared along with the rest of the world, REACH Community Services Society had to pivot to new ways and means to keep our Staff safe yet continuing to serve the rapidly mounting needs of the Community. We quickly replanned and adapted in aspects of our operations, including fundraising, rendering of essential services, and execution of programmes, while complying with the safe operations guidelines mandated by the Government.

But time after time, our Almighty God has shown us that although the pandemic has been overwhelmingly disruptive to humans, nothing is too difficult for Him. Despite all the challenges, in humility, working as a team, we developed new mindset shifts and breakthroughs to navigate the organisation through the crisis. Not only did we think of ways to cope with prevailing constraints, we accelerated new ways of service provision and better ways of delivering them. We began to look for opportunities toward what may be the “new normal”. As I count the challenges that we have braced through, my heart swells with intense emotions, largely with gratitude.

The Circuit Breaker period was the most trying period. Except for our two Senior Centres which remained manned onsite as part of essential services, our 4 other Centres were temporarily shuttered. Even so, our staff continued to render essential services to support our community remotely. With most staff working from home, the usual forms of service provided to our clients and service users had to be modified. Our way forward was to innovate and digitalise to meet the needs of engaging with our clients without meeting face-to-face. With that, we maximized the use of digital and social media platforms, mainly Zoom, WhatsApp, Instagram, Facebook, and YouTube.

Undeterred by the restrictions, REACH Youth Service curated several online programmes to continue engaging our youth. Our REACH Senior Service set up its own Facebook Live and Zoom engagement sessions, conducting cooking demonstrations and online language classes to first engage the digital-savvy seniors, then reached out to other seniors through peer influence, to onboard them digitally within our reach. Over time, we gradually saw fruits in our efforts, as more and more seniors come on board. REACH also set up its corporate Instagram account to expand its reach on social media.

While the COVID-19 pandemic has caused massive disruptions, it has also created many opportunities for humanity to demonstrate her best, with many corporate partners and individuals stepping up in laudable ways to give of their time, talent and treasures, and to collaborate with us to help reach out to those in need. Some donated various essential items such as care packs, masks, and food ration to help clients tide through the period, while some equipped seniors with sufficient skills to handle mobile devices to alleviate their heightened social isolation. Many also responded to our calls for donations as we launched our new initiatives to raise funds digitally. For these, we are deeply grateful.

Looking back, what we have learned, achieved, and received was over and above all that we could have ever hoped for. We would like to thank you, our volunteers, donors, and partners, for rallying alongside us on this pathfinder journey. We have been greatly heartened and encouraged, and we appeal for your relentless steadfast support as we sail through 2021 – Anchored in Hope.

REACH FAMILY SERVICE



“ Cases related to family violence and mental health issues went up in numbers hence our staff used creative ways to work with our clients, may it be home-bound elderly, vulnerable children and adults, and clients who became victims of family/spousal violence...”

Grace Lee
Head, REACH Family Service



Just as news of COVID-19 began to spread globally, REACH Family Service (FSC) started devising our preparation strategy and split-team operations prior to the announcement of the Circuit Breaker. The looming feelings of anxiety and uncertainty regarding COVID-19's impact on FSC's operations still hung over us like a cloud though the staff were well-prepared for the challenges ahead.

Our top priority was ensuring that we reached out to clients in a timely, comprehensive, and safe manner. As telecommuting became the default working mode with face-to-face sessions and home visits minimized, our staff quickly adjusted to using IT and digital technologies to minimise the disruption of services. Cases related to family violence and mental health issues went up in numbers, hence our staff used creative ways to work with our clients, whether home-bound elderly, vulnerable children and adults, and clients who became victims of family/spousal violence; arrangements were made to meet them near their homes when it was not conducive to speak over the phone or make a home visit. While the Outreach team continued to deliver food rations to clients with young children and in urgent need of resources, courier services were also put in place for our frail and home-bound elderly and clients on food rations schemes.

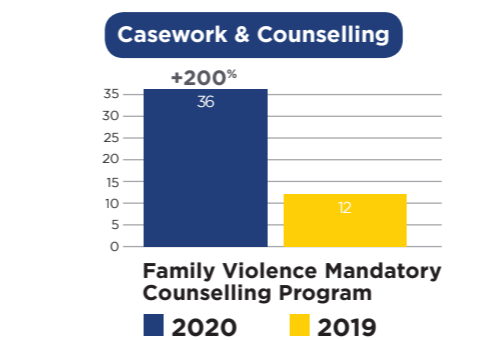
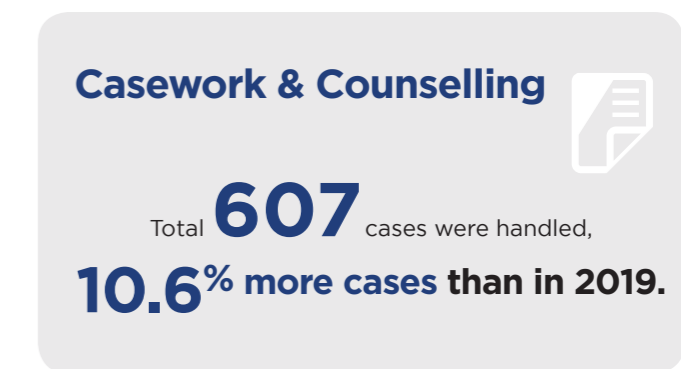
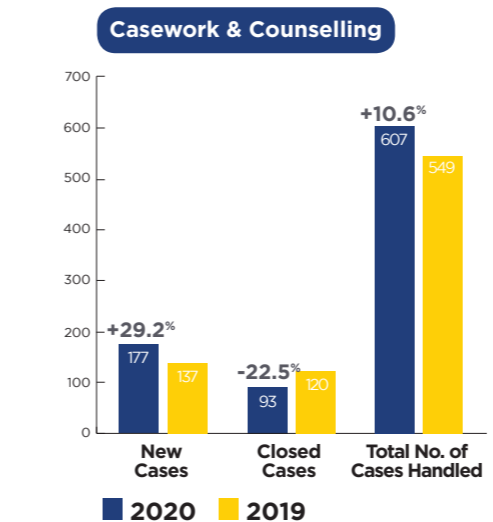
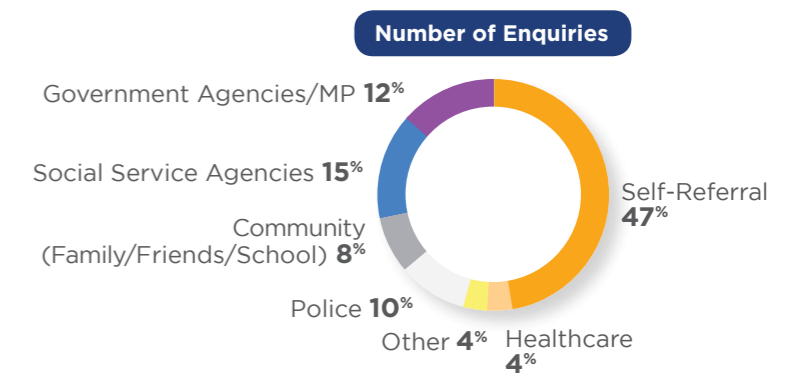
Since reopening its doors in Phase 2, FSC staff have operated on four split-teams between the two REACH FSCs at Bishan and Sin Ming. With a meticulously planned system, this has translated into minimal staff operation at the FSCs while helping our staff to manage well, with minimal disruptions.

Community work, such as Festive Outreach, Home Improvement Services, Food Rations, have continued in our attempt to reach out to the clients, while some like Programme Esperanza (Character-building for primary school children) and tuition programme were conducted via online platforms. Hundreds of Carepacks consisting of masks, hand sanitizers, cleaning materials were delivered via courier to clients. REACH FSC also implemented e-systems and GIRO payments to provide the necessary financial assistance to our clients.

Despite all the challenges, we managed to create opportunities for our workers to attend 4 in-house trainings and facilitated clinical supervisions via Zoom.

The unprecedented effects COVID-19 have brought on a 'new normal' where we need to respond to changes and disruption to our work and life. Moving on, we will remain committed to serve our clients, and support our community as we work through this COVID-19 pandemic and beyond.

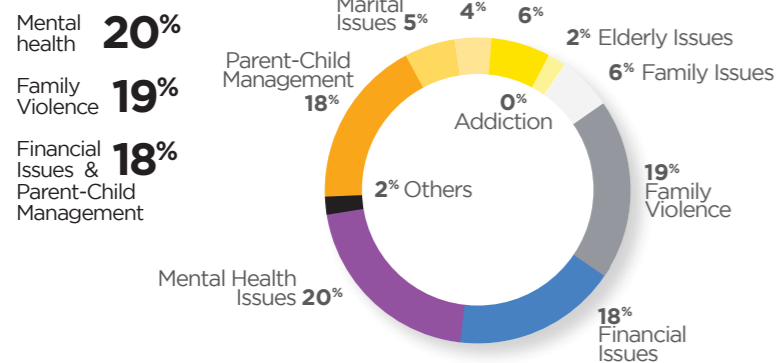
MAIN STATISTICS FOR 2020



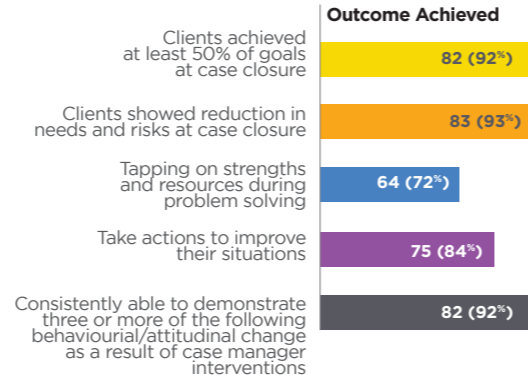
SHARING LOVE,
INSPIRING HOPE

Types of Cases in 2020

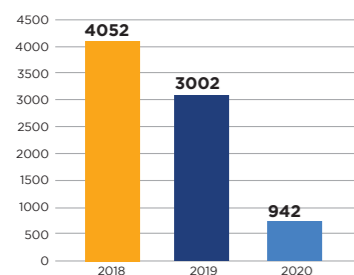
Top 3 Presenting Issues:



Case Closure - Outcome Achieved



Community Outreach



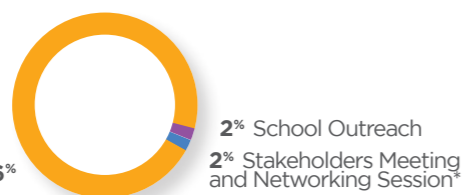
Community Work and Group Work

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 **942** residents were engaged, **68%** decrease from 2019, as physical community outreach activities were cancelled due to COVID-19.

Community Outreach

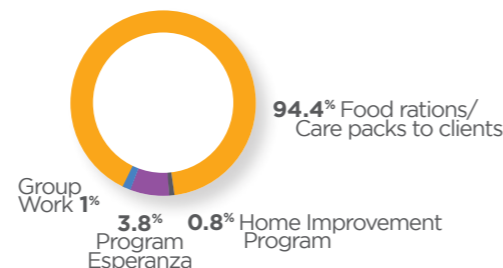
A couple of physical community outreach events had managed to happen during early 2020.



* Online

Beneficiaries

Total **1257** beneficiaries **+2185% more than in 2019.**



Distribution of Essential Items (Care packs and food rations)

With the sudden financial disruption of COVID-19 on local businesses and workers, it became even more crucial for REACH Family Service to ensure that our clients could access the needed food rations and essential items. Thankfully, we were extremely blessed with many community donations and many of our partners stepped up to provide free and contactless deliveries for our clients. Several of our workers also volunteered to distribute essential items such as masks to the more vulnerable groups during Circuit Breaker.

With a renewed spirit of togetherness, we explored meaningful collaborations with new organisations who wanted to give back to the community. One such initiative was the UOB care packs distribution, where important items such as face masks and hand sanitisers were offered to our clients. All in all, we distributed over 1000 food rations and care packs in 2020.



Story of Tom: Healing from Depression

As an only child, Tom (not his real name) was bullied and harshly criticised by his mother throughout his growing up years, which resulted in low self-esteem and self-confidence. He was also taught not to show anger, and hence struggled with expressing his emotions and had no confidence in reaching out to others despite often experiencing feelings of loneliness and depression. These stressors culminated in an intent to self-harm and a suicide note in April 2020.

Thankfully, his friend called the police and Tom was brought to Institute of Mental Health. Since then, Tom has sought counselling under REACH Family Service. Through the programme, he has gained a more positive perspective, healthier self-esteem, and the ability to rationalise and challenge his own negative self-limiting beliefs. He is also more confident and feels a greater motivation to engage in activities that he enjoys.

Currently, Tom is on his journey of recovery and has begun to find life fulfilling. On a contract job while studying Digital Media at a local university, he aims to enter the digital media industry and to travel the world one day.



Community Engagement

It has always been the goal of REACH Family Service to rally the support of community partners — to come together and collaborate to provide the most comprehensive help required. Despite the challenges in 2020, we managed to engage 42 community partners and agencies through various platforms.

Due to the COVID-19 restrictions, REACH Family Service had to change the usual mode of engagement and hence moved the programmes online. During the online Stakeholders Meeting and Networking Session,

community partners from other agencies joined us to discuss complex cases that required an integrated and collaborative effort from multiple agencies to overcome systems' challenges.

On the residential front, we have also managed to reach out to 900 new families to introduce our services and glean a better understanding of the community needs. We look forward to expanding our outreach even further in 2021!



Programme Esperanza (Holiday Programmes)

Programme Esperanza emphasizes on the importance of character development for our beneficiaries aged 7 to 12 years old. With the ongoing changes brought forth by the COVID-19 pandemic, the team faced a myriad of unexpected challenges in conducting the programme, ranging from manpower to logistical difficulties. As we were unable to interact with our beneficiaries in person, the team utilized creative means to engage beneficiaries via Zoom sessions between July and December. A total of 48 children attended the sessions, with most finding the sessions enjoyable.

In addition to the character development aspect of the programme, the team recognized the need for support to be holistic in nature. As such, the team continued to collaborate with Zion Bishan Bible-Presbyterian Church to provide academic support to our beneficiaries. The delivery of tuition was brought online, benefitting a total of 5 children.



Group Work – Parenting Support Group

With COVID-19 restrictions, many families had to cope with reduced physical and psychological spaces within the confines of their homes over an extended period. This heightened parent-child and marital conflicts as parents tried to cope with their work while supporting their children's home-based learning and managing behaviour.

In line with REACH Family Service's mission to enhance our clients' social and emotional well-being, and support their personal growth, the first-ever Positive Parenting Programme via Zoom was launched. Our Group Work aimed to help parents encourage positive behaviour in their children, build good relationships with them, while practice self-care for themselves. The final session was a celebration of family. We invited guest speakers, Mr and Mrs Simon Sim, to share candidly about their parenting journey and their family scrapbook where they preserve sweet memories with photographs and momentos.



"We were better able to manage our children's emotions and learned skills to improve parent-child relationships."

- PARENT OF AN 8-YEAR-OLD CHILD WHO ATTENDED GROUPWORK ON ZOOM.

Of the 24 who signed up, 63% attended more than 3 sessions. An end-of-course survey showed that 90% of the participants reported increased knowledge and skills in parenting. The Group Work anchored clients in hope, showing that it is indeed possible to strengthen parent-child relationships despite challenges posed by the pandemic.

Trainings (Professional Development)

The COVID-19 pandemic in 2020 did not hinder the learning process among the case workers, as REACH Family Service made adjustments to move these trainings online, allowing the case workers to continue with lectures, small group discussions and role plays. A total of 4 trainings by renowned family and marital therapists, Mr Benny Bong and Mr Warren Tan, were held over 109 hours.



"I think Satir has provided me with a framework which allows me to identify client's deeper sense of meaning to themselves and the world."

"I also learnt about focusing on the emotional exchange, rather than the story presented by the couple."

The training included:

- Trauma-informed care — to recognize behaviours as indicators of possible past trauma
- Systemic framework — to see individuals as part of a bigger family context
- The Satir Model — a therapeutic approach delving into one's intrapsychic and in relation to others, and how it is applied in couple counselling

The trainings have benefitted the case workers to sharpen their assessment and intervention skills in journeying with clients.

Story of Mdm S: Rainbow after Adversity

Mdm S, in her late 50s, first approached REACH Family Service for assistance in 2017. Divorced from her husband in the 1990s due to his abusiveness, Mdm S also was not in contact with her 2 children. She had been taking care of her teenage grandson since his birth because of her own child's inability to do so.

Prior to COVID-19, REACH FSC has been helping Mdm S with job searching and reskilling for a different industry, and helping her grandson transit into the Singapore school system after living in Malaysia for more than 10 years.

Just as Mdm S quit her job in healthcare due to an unfortunate reason, COVID-19 struck and she was left stranded in Malaysia with her grandson without any income when Malaysia was in lockdown in March 2020. To make matters worse, her ComCare support was expiring and she could not physically be in Singapore to renew it. She also had no place to stay even if she returned to Singapore, since she had been locked out of her 1-room rental flat by her co-tenant.

Fortunately, her social worker stepped in to facilitate the renewal of her SSO ComCare despite her missing the

deadline for automatic renewal. While waiting for renewal, she was assisted financially by FSC ComCare and Mind-The-Gap Fund. She also received top-ups for her mobile phone so that she could communicate with the authorities in Singapore (HDB, SHN office, etc.). These ensured that she had sufficient money to tide through the rent in Johor and her daily expenses until she returned to Singapore.

Her social worker also advocated for and facilitated her housing application so that her own apartment would be ready for her once she returned to Singapore. With HDB expediting her application, she was able to collect her keys after completing her Stay-Home-Notice.

Today, Mdm S is now happily back on her feet, re-employed and does not need to rely on financial assistance anymore. Her grandson has also smoothly integrated into the Singapore school system. Mdm S has shown great resilience in raising and nurturing her grandson for almost 20 years despite the adversities faced — an inspiring example of unconditional love and strength that knows no bounds.

Story of Mdm Lin: From Conflict to Communication

Since their early marriage, Mdm Lim's husband had often gotten himself drunk and as a result, has had a history of showing anger and violence in the family. Despite the risk of spousal abuse, Mdm Lim still cared for her husband, especially with his health issues. In November 2018, Mdm Lim applied for a Personal Protection Order (PPO) and both herself and her husband were referred by Ministry of Social and Family Development (MSF) and Family Court to REACH Family Service for marital counselling.

Since the filling of PPO, and having gone through the counselling programme, Mdm Lim observed that her husband has been able to reduce his drinking pattern. Due to this, he has shown a greater consciousness of his anger and is able to manage his emotions better. He had also acknowledged and apologised for his mistakes and has made attempts to improve communication with his wife.

Both Mdm Lim and her husband have since become more aware of the changes needed for a sustained marriage and have committed to work on it. They have managed to adopt a more positive approach to open communication and, as a result, are experiencing a far more satisfying relationship.

"Having to go through counselling is a helpful experience. It opens a lot of communication to bring greater rewards for positive change in marriage."

- MDM LIM



Watch Interview with REACH Family Service Social Workers here:



To Conclude:

A teenager sought help for the strained and conflictual relationships with all her family members. With our social worker facilitating appreciation for her parents' ways of showing love and concern towards her, she gradually took the initiative to reconnect with her parents by avoiding direct confrontations and starting small conversations. Over time, her negative emotions towards her family have reduced significantly and the frequency and intensity of conflicts at home have also decreased. These improvements in family and parent-child relationship are heartening reminders of our goal to bring healing, restoration of broken relationships, and new hope, as we hold true to our mission of "Sharing Love and Inspiring Hope".

REACH COUNSELLING SERVICE



“ We will not stop here but will continue to find innovative ways to reach out to our clients effectively and support them whatever the circumstances. ”

Jessie Koh
Head, REACH Counselling Service

When news broke out about the COVID-19 pandemic, my first thoughts were on how it would impact our counselling work and how to best support our clients in a safe way. Our team got together in multiple meetings to discuss, strategise, and implement safety protocols and guidelines for staff to continue their counselling work. Changes upon changes were made and I must admit – it was a lot more challenging than expected. Thereafter, we started our online counselling in early March before Circuit Breaker kicked in.

Initially, most clients were reluctant to have online counselling. The take-up rate was low, and this became a huge concern for us – not having face-to-face counselling – yet we still needed to help our clients with their issues and support them in such a difficult and tumultuous time. During the different stages from DORSCON Orange to Circuit Breaker and to Phase 3 now, our staff had to adapt to working with clients and assuring them that the confidentiality and attention given would be of the same quality as face-to-face counselling.

As our staff continued to persevere with safety measures and restrictions of face-to-face counselling, the results turned to be very encouraging. Towards mid-2020, we saw an increase in clients accepting online counselling. With our dedicated staff ensuring equally high standards of service provided as with face-to-face counselling, we managed to assuage their concerns of experiencing online counselling through our continual efforts.

Moving into 2021 with no absolute end to COVID-19 in sight, we will continue to extend our online counselling to journey on with our clients. We will not stop here but will continue to find innovative ways to reach out to our clients effectively and support them whatever the circumstances. The affirmation of our counselling work is evident from the positive feedback ratings from our clients.

MAIN STATISTICS FOR 2020



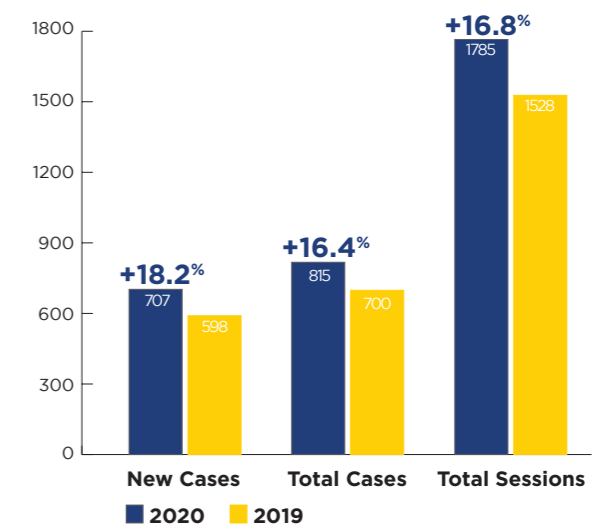
*Online platform and webinar

TOTAL OUTREACH PARTICIPANTS = OUTREACH PARTICIPANTS (PHYSICAL) 174 + OUTREACH PARTICIPANTS (SOCIAL MEDIA) 3964 = 4138

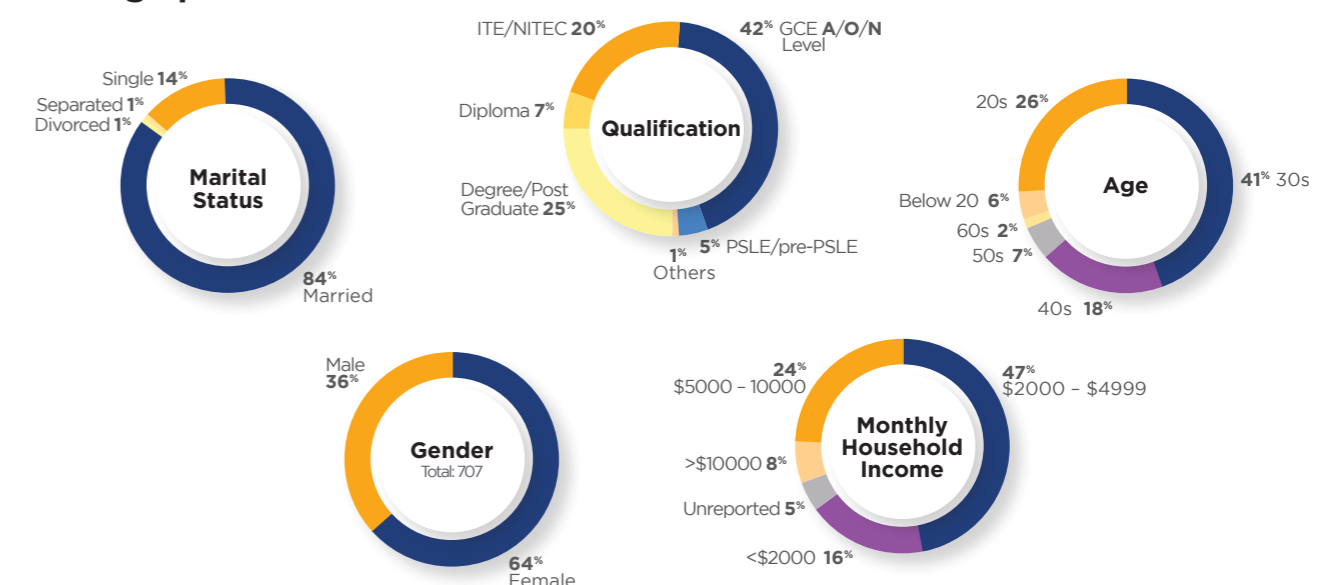
Casework & Counselling

Due to the pandemic, REACH Counselling Service pivoted from providing conventional face-to-face clinical counselling to remote online counselling. Not only did our counsellors have to adjust to the new norm, so did our clients. Despite the difficult circumstances, REACH saw a significant increase of new cases, and our remote online counselling still managed to retain the same effectiveness as face-to-face sessions.

Total number of New Cases: **707 / +18.2%**
 Total number of Cases: **815 / +16.4%**
 Total number of Counselling Sessions: **1785 / +16.8%**

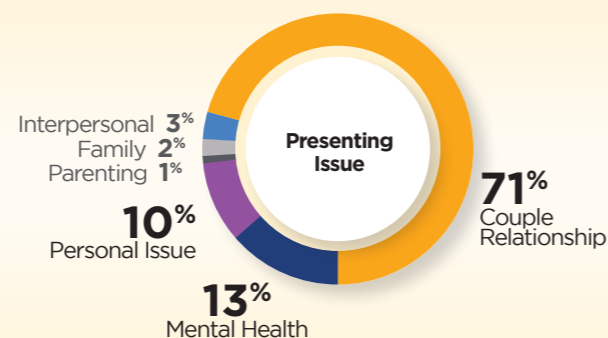


Demographic Profile



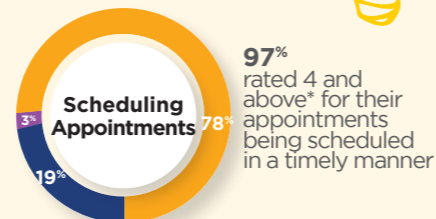
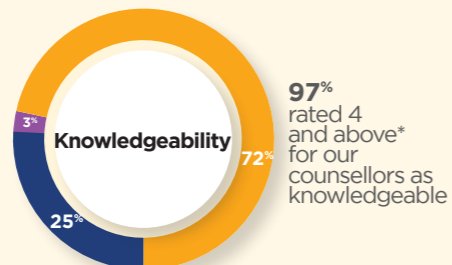
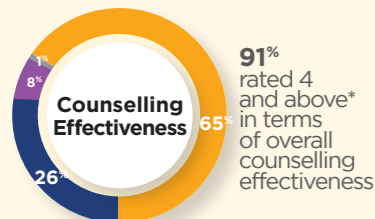
Top 3 Presenting Issues

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



Quantitative Feedback from Clients

Strongly Agree Agree Neutral Disagree



*4 being Agree and 5 being Strongly Agree

“ The counsellor is very helpful, attentive, and friendly. ”

“ Counsellor is patient in handling my enquiries. ”

“ I truly appreciate my counsellor’s friendly presence and kind assistance in addressing my issue. With a sincere heart, I would like to say thank you for spending your valuable time with me. ”

“ Counsellor is able to put in words my feelings and my thoughts, and she is able to be impartial to both of us. ”

“ My counsellor was very helpful. ”



Qualitative Feedback from Clients (Continued) :

“ It helped me to see my issues from multiple perspectives – from a neutral objective perspective and my husband’s perspective. It also helped me to make achievable and incremental steps to solve the issues in my marriage. ”

“ The discussions we had gave me comfort, hope, and courage to move on with life no matter the circumstance. Once again, thank you for your words of wisdom. ”



“ Counsellor puts in effort in providing relevant resources to help clarify thoughts. He encourages and affirms positive achievements. ”

“ The counsellor was very helpful and effective in assisting us to clarify our thoughts. He also explained the procedure in a succinct and effective manner. ”



Story of John and Mary: From Unknown Outcome to Beautiful Renewal

After experiencing numerous breakdowns in communication, John and Mary were encouraged by their friends to seek marital counselling. At first, they started the journey with a heavy heart and uncertain expectations, with unstable and extreme conflicting emotions while expressing themselves. The initial sessions were tougher because they had to be managed individually.

Nonetheless, a non-judgmental and non-condemning environment provided room for the couple to express their deeper emotions that had been hidden for years. Through facilitating a safe space, the counsellor enabled in-depth reflections that helped the couple to better understand and manage their emotions. Mary’s emotional instability was better managed, and she was able to have quality sharing in the later therapy sessions. This development of improved communication skills empowered them to truly speak heart to heart with each other.

“It’s my pleasure to journey with John and Mary since the end of 2019. I appreciate their willingness and openness in our counselling sessions.”

- COUNSELLOR

John and Mary have expressed great appreciation for the heart-to-heart talk model which helped them in moving towards restoration and reconciliation in this challenging journey.

“All in all, from a hard stand of an initially unknown outcome to a beautiful renewal relationship, we can only say a big “Thank You” to our counsellor for giving us your time despite the COVID-19 restrictions.”

- JOHN AND MARY

Syariah Court Mandatory Counselling Programme

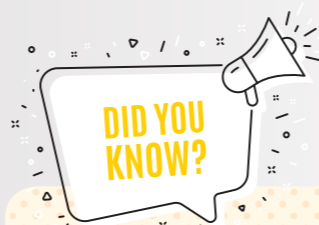


REACH Counselling Service continued to support Syariah Court as one of their appointed agencies in their Marriage Counselling Programme, whereby couples apply their intentions for divorce. There was an increase

of 23% in 2020 with a total of 487 cases. Due to the COVID-19 pandemic restrictions, most of the counselling sessions were conducted remotely via Zoom. While our counsellors had to adapt to this new mode of counselling, it did not deter them from discussing a variety of issues in the marriages, namely, family violence, infidelity, in-law issues, financial issues, and even the lack of intimacy. For couples with young children, we helped to facilitate the Parenting Plan so that they can prepare themselves for the post-divorce, and to minimize the impact of the divorce on their children. In this way, the divorcing couples are encouraged and empowered to move past their differences and to instead focus on the welfare of their children to raise happy, healthy and responsible adults.

"Good learning. Thank you, counsellor, for guiding us and seeing us through the journey."

- MS NELIA



Have you ever wondered about the meaning of the numbers One, Two, Three and Six in our Marriage Preparation Programme? You are ONE unique individual going into a marriage of TWO different personalities. The differences will shake the marriage into THREE parties with a third party being unfavourable. SIX is way more than a crowd and overwhelming to marriage when children, family of origin, in-laws, friends, and community come into the picture.

Marriage Preparation Programme



Collaborating with the Ministry of Social & Family Development (MSF) for more than 10 years, REACH Counselling Service's One, Two, Three or Six? Marriage Preparation Programme (MPP) prepares happy couples for the meaningful and resilient life-

long journey called marriage. Through this programme, couples are equipped with new foundational insights, knowledge, concepts, and skills about staying together and enjoying each other to the fullest through thick & thin.

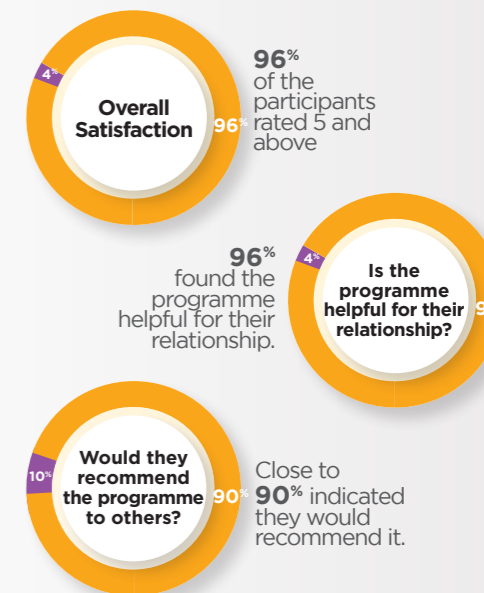
2020 has seen an increasing trend of couples seeking MPP despite the dampening COVID-19 restrictions. REACH was one of the first few agencies to receive approval from MSF to conduct the programme online. With that, REACH held several rounds of online MPP successfully through available media platforms. A total of 16 couples braved the challenge to complete the MPP, both via online and on-site.



Qualitative feedback includes good selection & coverage of topics, approachable & engaging trainers, comfortable class size with adequate discussion, and most importantly, programme purpose fulfilled.

Feedback from Participants

Rated on a 1-to-7 scale (7 : Strongly Agree and 1 : Strongly Disagree)



Story of Mr Nelson and Ms Nelia : From Abuse to Respect and Compromise

Ms Nelia and Mr Nelson (not real names) faced numerous difficulties at home which were exacerbated by COVID-19. Working from home and having 6 children on home-based learning inevitably led to frequent quarrels over domestic issues. To make matters worse, Ms Nelia was pressured by her children to file for a divorce due to verbal and emotional abuse by her husband as well as his past extra-marital affair. Initial attempts to try counselling were in vain as Mr Nelson refused to attend the sessions.

The couple came for the Marriage Counselling Programme through the referral from Syariah Court. Through counselling, the couple identified the root cause of their marital issues and collaboratively sought to resolve them. The programme also brought about awareness of their differences, their abilities to see from each other's perspective, and willingness to compromise.

In addition to feeling happy that his wife was able to empathize and affirm him, Mr Nelson also learnt that life is about compromise. He now has a more friendly relationship with his children. Ms Nelia was also happy that her husband has made an effort to manage his anger and is pleased that her husband has become more transparent about decision-making and finances.

The final counselling session ended on a positive note where the couple hugged each other and thanked the counsellor for putting in the effort to help them iron out their marital issues, gain mutual understanding, and work towards a happy marriage.



"I don't know what you guys talked about yesterday [session]. This morning my husband hugged me. I'm surprised... Thank you... I have to improve my attitude and change to be good for this time."

- MS SANDI

Story of Mr Ismail and Ms Sandi: Mending the Cracks in Marriage

Mr Ismail and Ms Sandi (not real names) came to REACH Counselling Service for marital counselling as a last resort to salvage their broken marriage. Differences in growing up values, beliefs, and norms prior to marriage were not addressed during courtship or engagement, with these cracks growing and fracturing their relationship over the years.

Growing up estranged from her divorced parents and siblings, Ms Sandi became rebellious when she returned to her mother after her grandmother passed on in her teenage years. Her spouse similarly grew up in a dysfunctional and abusive family. These culminated in poor communication and controlling behaviours from both parties, leading to verbal abuse and physical avoidance. Their marriage came to an impasse in a constrained and movement-prohibited environment.

As the couple refused to attend counselling together, separate sessions were initiated. The sessions brought them to a whole new level of awareness where the couple realised their diverging values and maladaptive ways of coping. Their counsellor went on to help them realise how their behaviors have been shaped by their family of origin and environment, then supported them in achieving a breakthrough in restructuring negative irrational thought patterns.

The insightful intervention created a desire for the couple to develop positive behaviours. They were motivated to reconcile after initial success of effective communication, using more caring habits and less external control. Since then, Ms Sandi feels happier from a more satisfying relationship with Mr Ismail.



External Training Engagements

With strong demand for external training engagements from various organisations in 2019, our team of counsellors was all set and ready for continuous growth in this area. However, most of the planned training topics had to be put on hold as the nation went through the Circuit Breaker and COVID-19 safety protocols for most of 2020. Undeterred by the disruption, our counsellors responded by learning new online training platforms and tools. They went further by coming up with new topics catering to the new normal and its needs.

Our counsellors also took on calls by external organisations to contribute their knowledge through remote and often unfamiliar platforms that these external organisations were using. Some of the remote trainings our counsellors were engaged in included BOWS (Blissful Outdoor Wedding Show) through Facebook LIVE, online Q&A for couples preparing for marriage (Healthy Relationship during COVID-19), webinar with Lunch Actually to the singles on how they can learn to love again after a heartbreak (Finding love again after a Heartbreak), webinar with Grace Assembly of God to young adults about mental health awareness (NextGen Mental Health Awareness), and to aspiring students from Eunoia Junior College on what being a counsellor entails (Careers, Scholarships and Higher Education) during their CSH Fair.

While initially in uncharted territory, our counsellors not only adapted to the need to provide their expertise remotely, but also proactively learned and honed online training skills to provide an engaging learning environment and thus fruitful training session for their clients.



Air Products gift vouchers to HOPE mentees.



Christmas gifts from SAFRA to children of HOPE mentees.



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 year 2020 provided a real challenge for our mentors to stay connected with their HOPE mentees with various COVID-19 regulations and IT limitations during the pandemic. Our 6 dedicated mentors braved through many obstacles to conduct bi-annual mentoring sessions with their mentees via phone calls and/or Zoom sessions. Despite the seemingly insurmountable challenges, our mentors managed to conduct 790 sessions, with a total of 677 cases. In mentoring sessions with our mentees, our mentors discovered that an increased number of our mentees were struggling with:

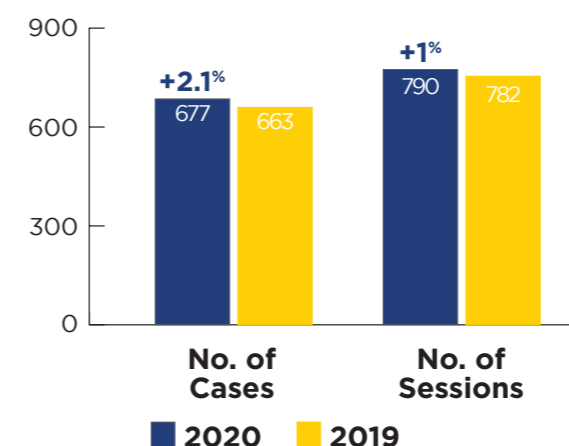
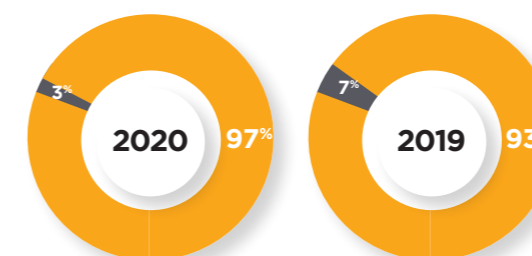
1. Loss of jobs
2. A decrease in monthly incomes
3. Financial difficulties

Our mentors went the extra mile to apply for and provide resources to our mentees, connecting them with community resources such as:

1. Mind The Gap financial assistance by Beyond Social Services
2. SINDA's Deepavali Festive vouchers
3. Groceries providence by YMCA
4. Popular vouchers by Air Products

It was evident that our mentees were grateful for the extra mile rendered; our HOPE team received a resounding 97% satisfactory rating during the yearly survey conducted by MSF. Our mentors will continue to extend the helping hand and support to their mentees, as they get through this pandemic crisis together.

Survey by MSF – Approval Rating



2-day physical talks at BOWS in January with marriage topics including Ask The Experts; Marriage & Money panel interview, Communication Styles: Understanding Each Other and Personality Differences: Communication Styles



Watch BOWS FB Live- "Healthy Relationship during COVID-19" here :

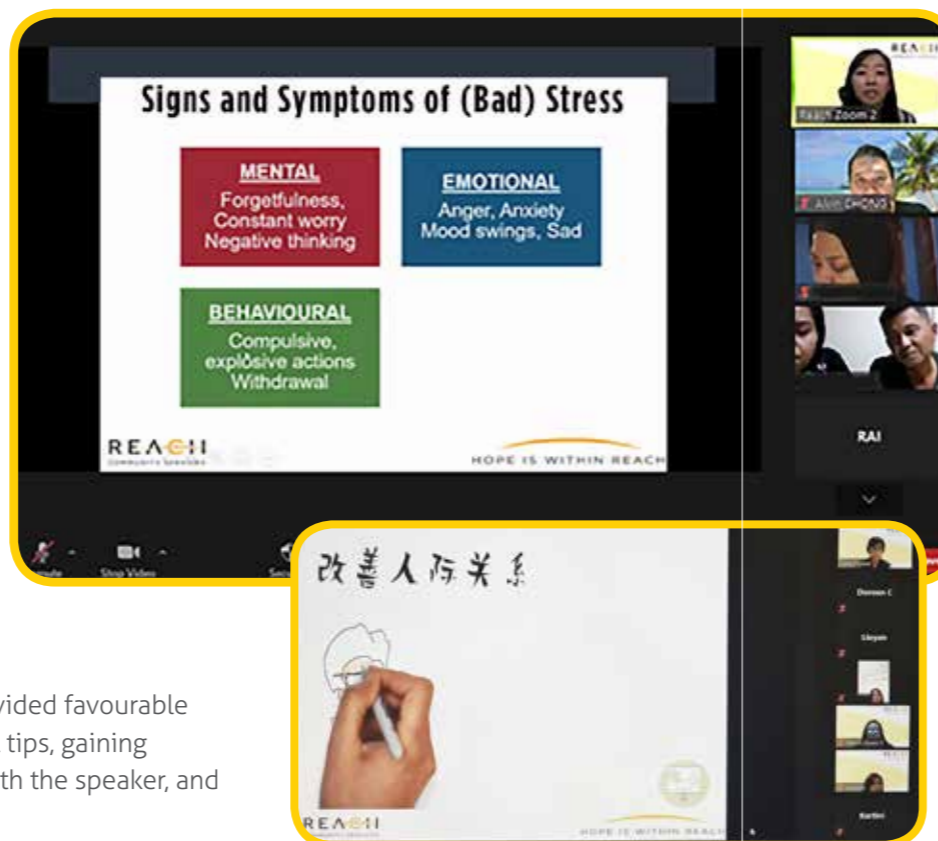


HOPE Support Group



With COVID-19 impacting countless lives globally, HOPE Support Group workshops were conducted remotely using Zoom, offering needy families a platform to learn and connect with others facing similar situations such as challenges in Communicating with Your Teenage and Managing Stress effectively, especially when restrictions were being periodically lifted. A total of 6 HOPE Online Workshops were held in 2020 to address the aforementioned challenges. While it was a new experience for some of our clients to attend workshops online, it would not have been possible without their open-mindedness and enthusiasm.

Participants who attended the online programme provided favourable feedback – citing the learning of new skills and useful tips, gaining positive energy, being able to brainstorm solutions with the speaker, and finding encouragement.



HOPE Support Group Online Workshop - Managing Stress (English session)

HOPE Support Group Online Workshop - Managing Stress (Mandarin session)



To Conclude:

Through the challenges raised by 2020, our staff have acquired yet another set of skills in the form of engaging clients online and being more adaptable to new situations. Finally, an essential element is that change must come from ourselves first before we can even introduce change to clients.

Story of Wati : There is HOPE

Wati experienced a tremendous upheaval when she was retrenched as a non-essential worker while also undergoing a divorce proceeding during COVID-19. She grappled with the responsibility of being the sole breadwinner to her family since 2014 due to her husband's addiction to gambling. In desperate need of financial support, Wati scoured newspaper advertisements for jobs and asked around for openings.

Thankfully, her mentor from HOPE Scheme was there to provide emotional support and lent her a listening ear whenever she shared her concerns of her current living situation and elderly parents and daughter living in Indonesia. Her mentor promptly helped her to apply for financial assistance through Mind the Gap (MTG) Fund, which provided the finances to support her family's necessities, handphone bills, transport costs, and HDB loans. Furthermore, it aided her to support her elderly parents and daughter in Indonesia.

Despite the seemingly insurmountable odds, Wati's optimism and resilience have allowed her to press on. She is extremely appreciative towards REACH Counselling Service for successfully helping her to apply for the financial assistance. Despite the multiple hurtful experiences she had gone through, she is not discouraged. Instead, she continues to forge ahead with life. There certainly is HOPE!

"With a sincere heart, I would like to say thank you to my mentor for spending her valuable time with me in mentoring. The sessions we had gave me comfort, hope, and courage to move on with life no matter the circumstance. Thank you for your care and concern for my well-being."

- WATI

Story of Mary: Rebuilding Self-Worth

Mary (not real name) struggled with immense stress that worsened as life went on, leaving her lost and confused. She experienced various stressors including her parents' marital conflict, witnessing her sister's suicide attempt, blaming herself for her grandma's passing, and a teacher invalidating her struggles when she was younger. To cope, she avoided addressing her emotions in order to stay strong and carry on with life. However, recent triggers caused her to be doubtful, conflicted, and evoked feelings of failure.

Mary's elder sister grew increasingly concerned upon noticing that Mary had displayed persistent symptoms of depression, such as not talking, loss of appetite, exhaustion, and interrupted sleep. She subsequently referred Mary to REACH Counselling Service. Through counselling, Mary was able to gradually realise her tendency to avoid her emotions as well as the underlying reasons and impact of doing so. In a collaborative manner of finding patterns in past experiences and working on them, Mary became aware that she had an underlying belief that "she is of value only if she is very, very useful (to herself and others)".

Realising her underlying belief has helped Mary in understanding her current reactions and feelings. An ongoing journey, Mary looks forward to subsequent sessions to progress further in learning how to accept herself for who she is instead of basing her sense of self-worth on external indicators.

REACH YOUTH SERVICE



“ Despite being in the middle of a global pandemic, we managed to push ourselves to find innovative and creative ways to fulfill our mission in the community. ”

Joe Chan
Head, REACH Youth Service

“Then Caleb silenced the people before Moses and said, “We should go up and take possession of the land, for we can certainly do it.” Numbers 13:30 NIV

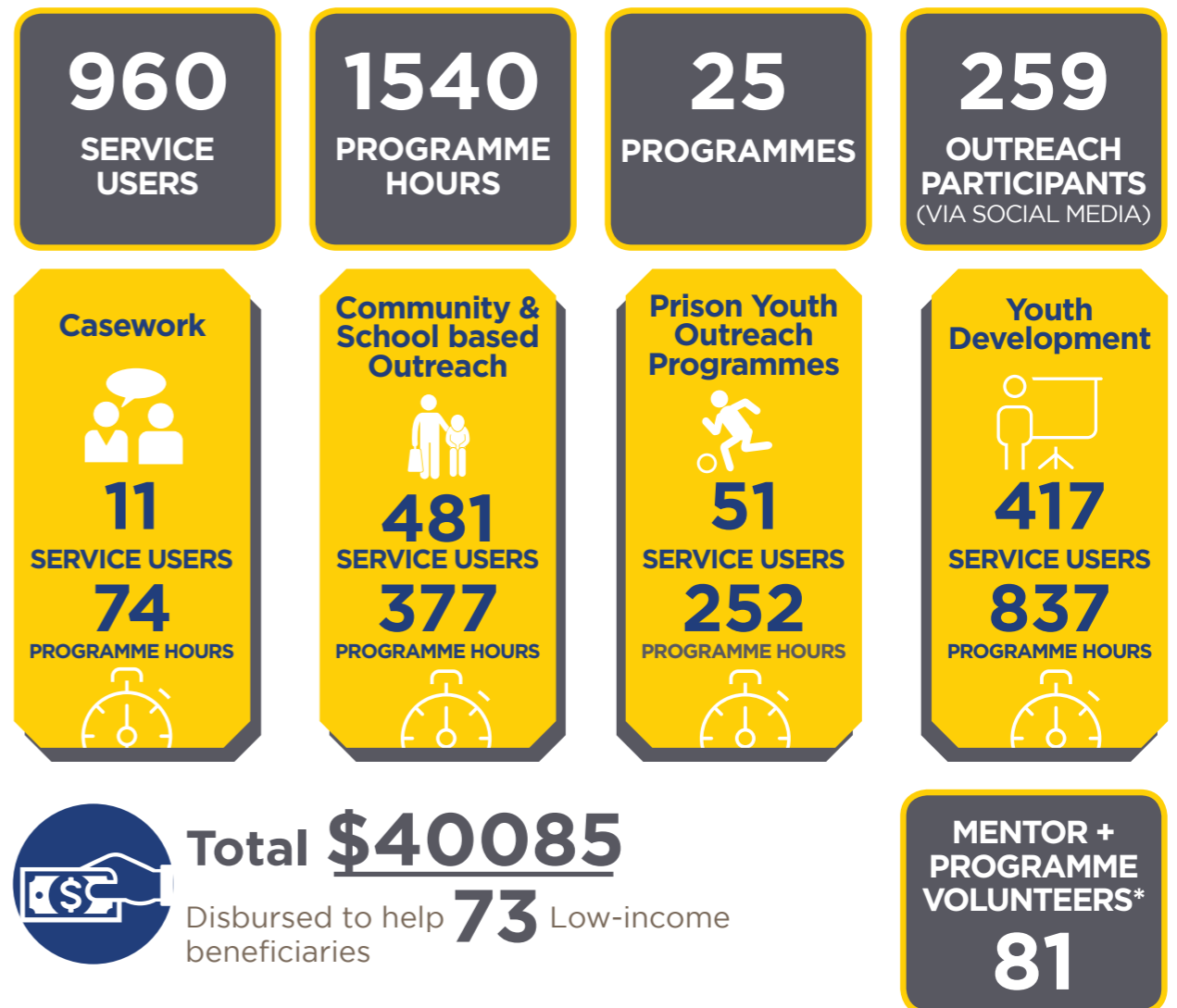
This was the verse that our department anchored ourselves to in early January 2020 when I was sharing our plan for the year with the rest of our colleagues in REACH Community Services. Never did we expect that our faith and plans would be truly put to the test when the COVID-19 pandemic arrived on Singapore’s shores at the end of January.

Like all other agencies and sectors, we too were sent into a frenzy of rapid adaptation of our work alongside the ever-changing landscape of restrictions and safety measures as a nation. Looking back on the whole journey that we went on, I now truly appreciate the gravity of the aforementioned phrase, “we can certainly do it”. Despite being in the middle of a global pandemic, we managed to push ourselves to find innovative and creative ways to fulfill our mission in the community.

Together with the team, I’m grateful that we came out of 2020 stronger, tougher, and more bonded as a service. In this report, I’m excited to share many of the achievements we made despite the rocky year. All glory to God who stood by us through the entire year!

As we enter into 2021, I’m excited and full of hope as we journey further into the new decade! The pandemic has brought a new and unique perspective to us, arming us with a new mandate and mission for 2021 – 2030 for our young people and community. I am looking forward and trusting God to open up new doors where we can be a channel of blessing to many more young people and families out there.

MAIN STATISTICS FOR 2020



*Despite the pandemic, REACH Youth Service was able to engage a relatively high number of volunteers.

Story of Sarah: Light in the Midst of Darkness

A single mother and sole breadwinner of a 5-person household, Sarah (not her real name) was not only overwhelmed by financial struggles, but she also suffered from daily verbal abuse from her eldest son. The COVID-19 period took an especially heavy toll on her mental health as she faced countless uncertainties, such as unstable income and the deteriorating mental health of her family members. Sarah even had to move out of her parent’s home as her eldest son became physically violent and threatened the safety of the other family members.

Sarah was referred to REACH Youth Service (RY) via the aftercare programme for her eldest son. Through RY’s assistance, she secured financial aid that allowed her to stabilize her family situation. During the Circuit Breaker period, RY provided her with food rations and laptops for her children’s learning. Sarah also received assistance in obtaining an Interim Rental flat to stay in to avoid further friction with her parents.

Sarah no longer feels overwhelmed and has better control over her life despite the existing struggles. She now has a clearer mind to focus on her job and overcome her challenges. After months of persevering with REACH, Sarah has become visibly happier and more fulfilled, with optimistic hopes for the future ahead.

“There are cracks in our system, but maybe that’s how the light gets in.”

-SOCIAL WORKER



Parliament has passed amendments to the Children and Young Persons Act to raise the age limit of a child or young person in need of protection or rehabilitation from below 16 years to below 18 years. Implementation is being done in phases, with the raising of age limit for protection cases coming into effect in July 2020. The offender-related amendments will come into effect at a later time.

Post-Care Support Service for Singapore Boys' Home (Phase 1)

REACH Youth Service has been providing post-care support for a select group of youths discharged from the Singapore Boys' Home (SBH) since the fourth quarter of 2019. The main objective of the post-care support service, an initiative by MSF, is to assist the youths with their reintegration journey through strengthening their connections with the community.

2020 was a challenging year, not only for the youths, but also for their families. The COVID-19 pandemic brought about new and difficult obstacles that they had to work hard to overcome. Alongside the difficulties that families faced due to COVID-19, the youths also had to adhere to the safe management measures during their in-care phase. REACH Youth Service staff engaging the youths and their families during the circuit breaker had to adopt new methods of working together, such as building rapport with youths and checking in on them virtually. We worked closely with SBH and other stakeholders to provide as much support as we could to ease the transition of these youths from SBH to the community.

Even though the reintegration journey for the youths was tough, none of them dropped out of the programme. The inspiration we gained from the youths and their families was priceless. Indeed, there is goodness and strength even in the toughest times.



A youth using a donated laptop to facilitate home-based learning.



Families had an option of choosing between 2 grocery packs.

COVID-19 Aid Responses

The COVID-19 Crisis Response Project was formed with the aim of reaching out and identifying the immediate and crucial needs of our beneficiaries. With \$9,600 raised by "One Day", a social enterprise project by Radaph Pte Ltd, we were able to deliver over 100 grocery orders in a span of 2 months, to 60 families. Mount Carmel BP Church also extended 6 months' worth of NTUC FairPrice vouchers to the families as well.

In order to ease the transition for students doing Home Based Learning (HBL), we partnered with Engineering Good, SAP Asia Pte Ltd, Ngee Ann Polytechnic, and public donors to support HBLs by providing over 20 laptops and notepads to students who were without devices. We are grateful for the support of all who stepped up to empower our youths and their families.



A 'Festive Pack' was specially curated for families celebrating Hari Raya. Apart from the standard items, they also received tau kwa, red onions, tomato paste, and coconut cream for their yummy ayam masak merah and lemak lodeh as well as flour, honey, and other baking goods for their cakes and cookies! We also added Hari Raya snacks too!

Solution-Focused Research & COVID Impact



In our first of two phases of Solution-Focused (SF) research, we embarked to find out the effectiveness of SF training on youth practitioners and their professional practice. This year, we obtained a research grant of \$3,125.80 from Austrian Solution Circle, to kick-start the second research phase in understanding practitioners' implementation of SF practice and the youths' perceptions of SF and its impact.

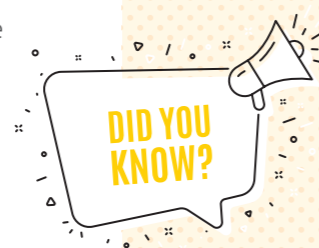
With the impact of COVID-19, we conducted a research with four Focus Group Discussions consisting of 22 participants from schools, social service agencies, grassroots, and volunteers, to understand the needs of the Hong Kah North Community and youths through the lenses of different community stakeholders. We were given the opportunity to present our findings to practitioners at the SF World Conference and ASC Conference on Zoom.

Despite the challenges brought about by COVID-19, the discussions demonstrated that organisations have adapted and innovated their reach to clients, youths have stepped up to seek resources to contribute positively to their families as organisations sought to empower youths to utilize their strengths to contribute back to their community.

Moving forward, we hope to share these evidence-based findings and collaborate with community partners to build stronger youths.



Presenting our Solution-Focused Research Proposal at the Austrian Solution Circle Annual Conference.



Due to COVID-19 travel restrictions this year, the Solution-Focused World Conference was held over 24 hours on Zoom, with more than 3,000 registered participants tuning in from all over the world.

Story of Emily : Story of Hope

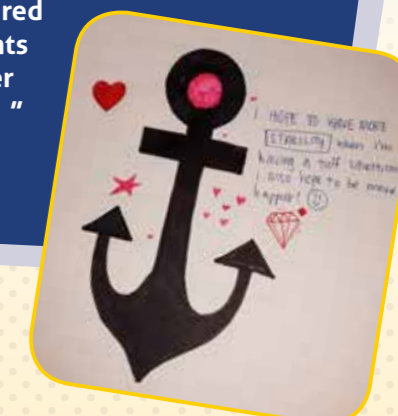
Faced with a long history of complex family issues, Emily (not her real name) had thoughts to take her own life when COVID-19 suddenly struck. With an unstable financial situation, Emily dropped out of school at an early age and faced a largely solo battle against her problems.

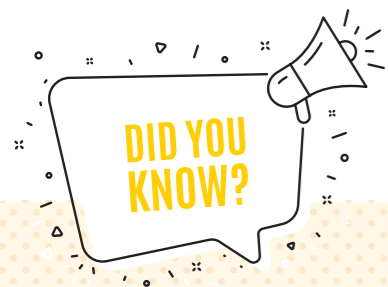
It was only when she was referred to REACH Youth Service (RY) that her life changed for the better. At REACH, she underwent the RY Counselling and Casework Programme, where she received help from RY's social workers and learnt valuable life skills.

Since being with REACH, Emily has been taking small steps to work towards her goals even amidst unrelenting challenges. She is hopeful and optimistic to chase her dreams, building confidence day by day.

"I remember I was really overwhelmed by negative thoughts & was really depressed. But hope helped me more than anything else - it gave me stability and made me stay throughout my hard times. Hope is also a good strength to have and also a value to keep by heart & to share with others Especially those with big dreams & injured souls Hope also gave me alot of positivity and it somehow filtered my negative thoughts & made me a better person for others"

- EMILY



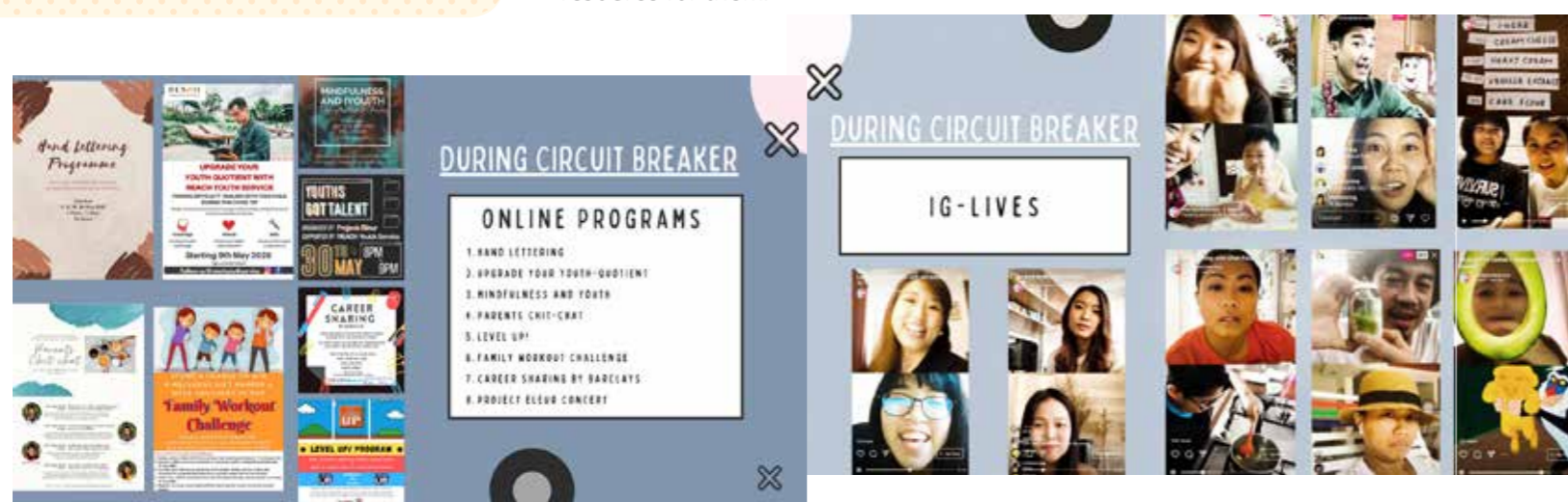


During one of our livestreams on Instagram, Mr Baey Yam Keng, Senior Parliamentary Secretary and Ministry of Transport (former Ministry of Culture, Community and Youth), came in to view the livestream!

Circuit Breaker Online Engagement/Programmes

Circuit Breaker was a difficult yet innovative period for us. With REACH Youth Powerhouse closed and physical engagements paused, we were afraid of losing our connection and relationship with the youths. While most physical programmes such as Dodgeball or Dragonboat could not be converted to online means due to the nature of the programmes, we constantly brainstormed for ways to keep our youth engaged.

Apart from continuing engagement with the youths via online platforms, we also launched entirely new online programmes and started livestreaming on Instagram. In addition, after finding a need among parents who struggled to manage and engage their teenagers at home, we specially curated online programmes to engage parents and be a resource for them.



*Group photos with Dr Amy Khor and generous sponsors



REACH Youth Mentoring Programme 2020

REACH Youth Mentoring Programme provides mentoring, educational, and financial support to youths-in-need from ages 10-17 years old. We were privileged to have Dr Amy Khor, Member of Parliament for Hong Kah North SMC as the Guest-of-Honor for the opening ceremony on 11 January 2020, together with our partners and sponsors, Grace Assembly of God, The Fullerton Hotel, and Air Products.

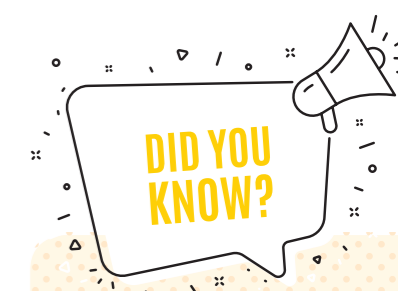
Using Positive Youth Development approaches throughout the year-long programme, the youths built friendships with one another and were supported by their mentors. In addition to tailored academic support for those who needed help with their studies, the mentees were equipped with life-skills through interest-based platforms, such as Functional Fitness, Dodgeball, Baking & Culinary, Music and Photography.

Even though the COVID-19 pandemic caused most sessions to be conducted online, mentors and mentees were still able to connect virtually over Zoom amidst the constraints. Several identified youths were also paired with a one-on-one mentor so that they could be further supported and mentored individually to tide through the COVID-19 situation and continuously work towards their intended goals.

During the closing ceremony on Zoom, mentees graduated from the mentoring programme with attendance of their family members, our community partners, mentors, and staff. Truly, the programme would not have been made possible without the support and resilience of the whole community.



Opening speech by Dr Amy Khor



Despite switching the Youth Mentoring Programme to online platforms and having to transition to newly created activities by REACH Youth Service staff and mentors, 60 mentees successfully graduated at the end of the programme.

Story of 2 sisters: Tiding through COVID-19

Being only secondary school students, Karen and Sarah could not do much when their family was thrown into a financial pinch during the COVID-19 pandemic. The 2 sisters also struggled adapting to the challenging new circumstances when lessons were shifted online. Apart from school, Karen and Sarah spent most of their time caring for their baby brother and doing chores.

"Dreamworks has helped me in many various ways. My family was affected during the COVID period, and the Dreamworks teacher asked if we needed any support. My family received food and essentials from REACH Youth Service, through this programme. The mentors also had online Zoom calls with us during the COVID time as we could not meet face-to-face. They prepared fun games for us and also helped us with our studies, tutoring us through Zoom."

- KAREN

"Dreamworks gave me the confidence to express my thoughts, like when we facilitated questions during the online Zoom sessions. The mentors also helped me in my studies. I improved a lot in my science thanks to the 1-1 tutoring via Zoom."

- SARAH

REACH Youth Service found out about their plight through the youth programme at Jalan Kukoh, Dreamworks, and helped to alleviate their bread-and-butter issues by providing food rations as part of a COVID-19 initiative. Furthermore, dedicated mentors provided academic tutoring to them through Zoom, helping them adjust to the new teaching format and giving additional support for their upcoming examinations. In a time of chaos and uncertainty, REACH acted as a source of hope and support.



*Group photo with volunteer mentors



*Break-out session with mentees and mentors

Watch Youth Mentoring Programme with Fullerton Academy here:

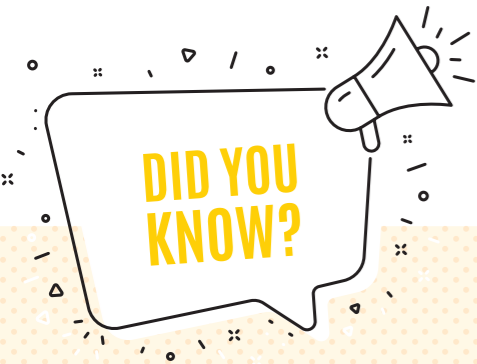


Story of June : From Shy to Selfless in Helping Others

Once a person who kept her feelings and struggles to herself, June had the tendency to see things negatively and faced difficulties building friendships.

Through REACH Youth Service's baking programme, June was given a safe space to share her challenges and raw thoughts, with staff and mentors availing themselves to listen to her challenges and encourage her. She also met many friends during the sessions, who were able to relate to her struggles and share her burdens. In contrast to her previously shy and reserved self, June is now more open in sharing her problems and is learning to confide in others.

Through the guidance of the mentors, Jane learnt to see things in a positive light, which enabled her to manage her emotions better. She also gained confidence in herself and is now more outgoing and open to forging new friendships with others. The transformation has helped June become a selfless person who takes the initiative to help others in need.



Did you know that RY has a 3-metre-long fish tank with over 100 fishes? It is maintained by our lovely Assistant Maintenance Officer, Das! Das loves chatting with youths and finds it especially meaningful when they share personal stories with him. His life motto is 'Leave a legacy!'.



Zoom Group Photo for 2020 Youth Mentoring Programme Closing Ceremony

To Conclude:



As we continue to progress and advance as a society, let us not forget our moral obligations to our next generation. Not only to give of our resources to those that lack, but to really build a lasting legacy of human potential and capital for the future generations.

*Photos taken prior to COVID-19 and subsequent Safety Measures

REACH SENIOR SERVICE



“ 2020 brought with it many changes at a breakneck speed, showing no signs of slowing down in 2021. However, I have faith that with teamwork and providence, REACH Senior Service will adapt, not just to survive, but to thrive.

Gareth Huang
Head, REACH Senior Service



Just like the rest of the world in 2020, the pandemic impacted REACH Senior Service (RS) greatly. Our Senior Centres were only able to operate for little over a month in 2020 before the Ministry of Health declared DORSCON Orange on 7 February. The Senior Centres were closed for the next four months, primarily being manned for emergency response only. Though the Senior Centres were able to continue from June onwards, we had to operate under strict COVID-19 safety guidelines and severe capacity limits, and this persisted till the end of 2020.

However, this did not mean that we stood idly by, nor were we defeated by the circumstances. Acutely aware of the consequences of prolonged isolation for the seniors, we started multiple online activities to continue engaging with seniors. It was all-hands-on-deck with programmes ranging from crafts and exercises to language classes and cooking demonstrations. Simultaneously, both our Silver Station social workers and the Community Befriending Programme Coordinators stepped up their efforts to

engage the more vulnerable seniors online, on the phone, and also went on home visits when necessary during this difficult period to ensure our seniors were safe and well.

With the ingenuity and dedication of the Senior Centre staff, we came up with new and innovative ways to adapt our programmes to still address the active aging needs of our seniors. Community Café was reworked to become Community Dabao and Kopi Time, and soon garnered the attention of AIC and C3A. Learning teams from grassroots and other SSAs came to visit us to see how RS was able to run engaging programmes even with the restrictions in place.

2020 brought with it many changes at a breakneck speed, showing no signs of slowing down in 2021. However, I have faith that with teamwork and providence, REACH Senior Service will adapt, not just to survive, but to thrive. Our efforts will be worth it, because every senior is valuable and should be enabled to live life to their fullest potential.

MAIN STATISTICS FOR 2020



*viewership

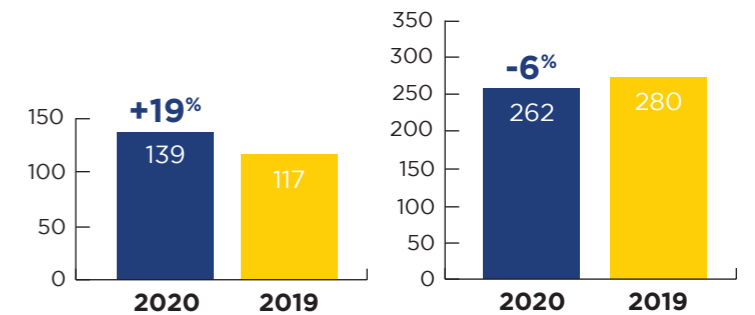


**Despite the pandemic, REACH Senior Service was able to engage a relatively high number of volunteers.

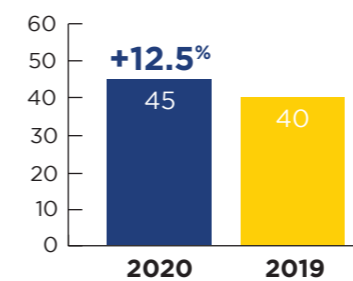


Total No. of Befrienders

Total No. of Befriendees



Total Number of Programmes



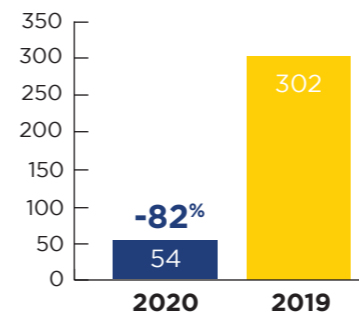
Total number of CBP Discharged Cases* **38 / -54%**

Total Befriending hours** **2257 / -69%**

* Reasons for discharge - moved out, good family support, socially active, started working, passed away
* Reduced befriending hours and discharged cases due to COVID-19

Outreach

Outings Service Users



Silver Station Outreach

Silver Station Outreach (Apr to Dec 2019) **3109***
CREST Outreach (2020) **2405***

*Cumulative

ENGAGING MINDS,
FULELLING LIVES



Colours of Spring

Colours of Spring was a collaboration with Gardens by the Bay to decorate the gardens with the help of our service users. Drawing inspiration from the Lunar New Year festive season, 80 seniors came together over 6 weeks to showcase their creative abilities, creating a colourful display of 50 rat lanterns exhibited at Gardens by the Bay.

The seniors who participated were delighted to see visitors enjoying their creative additions to the gardens, with many of them making a trip down to take pictures with their own creations. The event enabled them to feel valued and empowered to make a positive difference for others amidst the early development of the pandemic.



Public gathering around the display for photo-taking.

Story of Mdm Yap: Finding Strength in the Caregiver Support Group

Shortly after Mdm Yap got married, she was diagnosed with rectal cancer which went into remission after treatment. She had to undergo kidney dialysis which had continued for the past 14 years. Apart from her deteriorating health, she also became a caregiver to her mother-in-law, Mdm Loh, who has dementia. It had been challenging for her in the past two years.

Through an outreach by CREST-Silver Station (CREST-SS), Mdm Yap came to know about the Caregiver Support Group. Despite initially having frequent conflicts with her mother-in-law due to a fixation on how things should be done, she was able to cope better emotionally and was less tense after adopting inputs from caregivers and workers. Her perspectives had broadened, and her learnings kept her informed and prepared for the future. She found comfort being in the caregiver group and could identify with the rest as they shared their caregiving journey with her. The CREST-SS worker also explored different avenues of obtaining financial help with her.

When the Circuit Breaker measures started in early 2020, CREST-SS applied for the ADA memo under the SPOC-19 initiative (Support for Persons living with dementia Over the COVID-19 period) for Mdm Loh, to protect clients against unintentional enforcement violations. A well-being check-up nurse was also arranged to check in on Mdm Loh who had been having fainting spells. Besides arranging for Mdm Loh to drop in at the centre for activities, the CREST-SS worker also did a service link-up to Community Befriending Service for intentional engagement.

Having benefitted much, Mdm Yap frequently expresses her gratitude to be a part of the Caregiver Support Group.

Caregiver Engagement During Circuit Breaker (Caregiver Reflections Booklet)

Due to the pandemic, the monthly Caregiver Support Group (CSG) run by CREST-Silver Station @ REACH had to be put on hold for several months. Despite the cessation of the programme, workers stayed in touch with the caregivers of loved ones with dementia via phone calls. Even though the situation was a challenging one, a project on 'Caregiver Reflections' was undertaken by CREST-SS and caregivers, where caregivers were asked to share stories for reflection, continual learning and peer identification.

Caregivers who attended the CSG since September 2019 helped to contribute stories and other pieces of writing for the publication, documenting their journeys of caregiving. These stories and poems offer insight into their lives, anecdotes of their daily interactions with loved ones, their thoughts and how they and their loved ones cope with dementia. Many of the stories bring a sea of emotions – some simultaneously inspiring and sombre; a display of how hope, love, joy, and suffering are sometimes inextricably intertwined.

Initially intended for internal circulation with a small production run of 200 copies, 'Caregiver Reflections' made a greater impact than ever envisioned. Due to the promotion by Agency for Integrated Care, as well as subsequent interest by community partners such as National University Hospital, various polyclinics, and other Social Service Agencies, over 1200 copies were eventually printed.



REACH Community Dabao

REACH Community Café was one of the signature programmes within REACH Senior Service (RS), which has unfortunately been shut down indefinitely due to the pandemic and risks involved in communal dining. Community Dabao was born out of a need to adhere to COVID-19 guidelines while still providing a platform for seniors to engage and learn. While the seniors wait for the food to be ready, our volunteers and partners keep them engaged by interacting with them through talks and light activities from a safe distance.

During the initial period, staff and volunteers also delivered the bentos to those seniors who could not come down to join in activities. Since its inception in

August 2020, with the help of 20 senior café volunteers, Community Dabao has served a total of 381 seniors in 2020. As the programme has been popular and generally fully booked, RS is planning to increase the frequency of the programme from fortnightly runs to weekly runs.





Mobile Digital Clinics

Mobile Digital Clinics programme started with an email from Heartware Network, one of the community partners of REACH Senior Service (RS) who befriend seniors within our service boundaries. The objective of these clinics is to impart digital skills to seniors through a series of lessons, which is a curriculum from Infocomm Media Development Authority (IMDA). We wanted to take the window opportunity to get as many seniors as we could get on board.

When the Circuit Breaker started, RS started a Tele-befriending programme to engage seniors and educate them on mobile technologies over the phone. However, there was a limit to the quality of education over phone, and RS saw Mobile Digital Clinics as a natural progression for our seniors who were on the Tele-befriending programme.

With student volunteers from Heartware Network, our sessions are conducted one-on-one twice a month on Saturdays. Their patience in guiding the seniors according to their level of entry is commendable. Some seniors came with zero knowledge of using a smartphone, and some even had a fear of turning on the phone. By the end of 4 sessions, every senior feedbacked that they have learnt so much, with one commenting that he does not feel lost anymore. Over the course of 10 Saturdays, 29 seniors were able to pick up the basics of a smartphone after completing 4 sessions. This was truly an intergenerational project!



Story of Mdm Toh : Never Truly Alone with REACH

For many years, Mdm Toh struggled to cope with her daily needs as she is a widow staying alone in her HDB flat. Her problems are compounded by a leg condition and diabetes, making it difficult for her to travel out of the house and occasionally causing her to miss medical appointments. Finances are tight and her daughter is often unable to visit her due to long working hours.

During the Circuit Breaker, befriender coordinators from REACH Senior Service assisted Mdm Toh by facilitating meal and ration deliveries from the Community Centre. She was also paired with a Tele-Befriender who called her twice a month to keep her company. To date, she continues to receive the rations on a monthly basis and has also started receiving home visits.

A volunteer nurse under the befriending programme was also assigned to Mdm Toh, who assists to liaise with the polyclinic to top-up her medications if she misses her appointments. The nurse also helps to monitor her medication so that her medical condition can still be managed well despite the challenges.

Mdm Toh is now more connected with the community. She is truly appreciative that she is never alone with REACH!



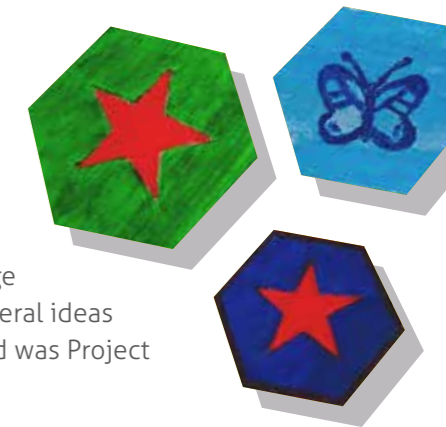
DIY Coasters: Project of Love

When the Circuit Breaker (CB) started, REACH Senior Service team began thinking of how we could engage seniors and keep them occupied while at home. Several ideas were explored but the one that got everyone excited was Project of Love.

The team immediately started working on the stay-home activity for seniors to participate in. Preparation work included finding the right coasters, paint and brushes, mocking up with templates, and packaging it all into a take-home kit which would include instructions and sample pictures. Different craft kits were packed, and seniors could request for them by contacting the team. Craft kits would then be delivered to them.

Project of Love is a coaster painting activity meant not only to engage the seniors during the CB, but also to show appreciation to healthcare workers at National Centre for Infectious Diseases (NCID) who have been working tirelessly since the start of the pandemic. Seniors were participative and thoroughly enjoyed the activity. Some even requested for more coasters to work on.

A total of 197 DIY coasters were created, packed in customised pouches and delivered to Tan Tock Seng Hospital. We would like to thank the seniors for their active involvement and we look forward to having more of such participation and meaningful projects to come.



Christmas Year-End Appreciation

During the month of Christmas, staff of REACH Senior Service (RS) wanted to bring a little cheer to what could only be described as a difficult year. To accommodate as many seniors as possible while adhering to social distancing rules, the celebration was held over the course of 2 days in 3 shifts.

It was all-hands-on-deck as the whole of RS was involved in the celebration, along with seniors from the 3 centres. The team worked tirelessly with volunteers from both the community and Grace Assembly of God (AOG) who offered their time and expertise to make the event a memorable one. Many seniors came together to contribute whatever they could; from making of lovely hand-made croquettes to baking cookies and helping with the decorations. Other senior volunteers were also rehearsing their dance and ukulele items diligently. All these were done in the name of bringing festive cheer.



In addition to the festival, Pastor Patrick from Grace AOG was invited to share about the spirit and reason of Christmas. As part of ongoing community education efforts, the CREST team also conducted mental health talks to reach out to over 100 seniors present.



After the event, CREST also conducted a 4-day voluntary screening on Cognition and Mood Health for interested seniors. Subsequently, 8 seniors were identified to have memory impairment and depressive symptoms and were provided with early intervention and monitoring by our CREST team.



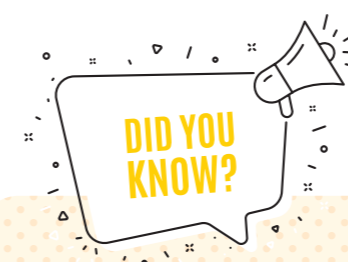
Story of Carol: Acceptance and New-found Skills

A widow, 79-year-old Carol faced numerous financial difficulties, relational-loneliness, and anxiety issues. In an initial attempt to improve her situation, she tried to join activities at a Community Centre but was disallowed to continue due to her emotional approach and anxiety issues.

Carol then heard about REACH Senior Service. Within several visits, she fostered friendships with fellow members and staff thanks to the opportunity to mingle with other elderly and the neighbours. She is thankful for the classes that equip seniors with better knowledge and wellness like cooking, crochet, baking, and flower arrangements. She later applied what she had learnt to bless her family with her newly found skills. She is also appreciative of classes on how to use smartphones and mobile apps, which she found essential for elderly like her to stay connected to the world.

Carol also attended a Dementia talk organised by the centre where she learnt some skills on improving recall memory. This has aided her in her journey of learning to cope with her emotional issues and managing her forgetfulness.

Carol has since shown signs of improvement in her emotional approach and has managed to integrate herself to make friends with others. She is now also a volunteer in the monthly Cooking Programme with a keen desire to share her cooking skills.



Youth Powerhouse, Senior Centre @ Bukit Gombak Vista, and Senior Centre @ Jalan Membina are designated dementia-friendly Go-To-Points (GTPs). As part of AIC's Dementia-Friendly Singapore Initiative, they serve as "safe return" points within the community, where you can bring persons with dementia who may appear lost and are unable to identify themselves or the way back home. The staff at the GTPs will assist in reuniting them with their caregivers.



To Conclude:

As we usher in 2021, REACH Senior Service is poised to transit to the new Eldercare Centre (EC) model for our Senior Centres. Silver Station was also converted to the Community Resource & Engagement Support Team from Oct 2020 onwards. This change will build new capabilities such as screening of mental health for seniors and case management. With all these changes, it is our hope that we are more enabled to reach out to our seniors, create a greater impact in their lives, and help them stay anchored in hope.

REACH Flag Day Show 2020

In view of the COVID-19 pandemic and the need to protect the safety of the public, REACH staff, and volunteers, the annual REACH Flag Day was brought online and became our first-ever virtual REACH Flag Day Show.

Venturing into uncharted waters, we faced many obstacles in online fundraising in 2020. Nonetheless, our dedicated staff and volunteers rose to the challenge and worked together to create content and generate viewership, with invaluable contributions from Grace Assembly of God. Held on 22 August 2020, the show was graced by Senior Minister of State for Sustainability, Environment and Transport, Dr. Amy Khor, who showed her unwavering support by joining us for a smoothie-making session with volunteer emcee and celebrity Joshua Tan.

Thanks to the overwhelming response from our donors and viewers, REACH Flag Day Show 2020 was a huge success. Garnering more than 2,000 viewers, a total of \$110,350 was raised, exceeding the donations collected from Flag Day 2019. Funds raised will go towards sustaining our programmes and services. This experience has truly shown us that with courage, creativity, and hard work, we can overcome adversity together.



Watch REACH Flag Day Show 2020 Highlights here:



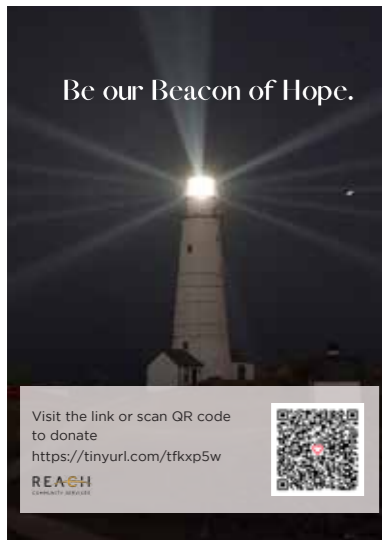
Story of Ryan: Meaningful Contributions through Tele-Befriending

Senior Business Development Manager, Ryan Teo, joined the Tele-Befriending service during the Circuit Breaker period to contribute to society while trapped at home. Through every phone call made, he found great meaning in helping seniors know there is someone out there who cared about them amidst the COVID-19 situation.

During the Tele-Befriending journey, Ryan was able to build a connection with his paired elderly beneficiary, Mr J, even though there were periods where his work and personal commitments were overwhelming. The phone calls made also helped him paint a rough picture of what Mr J likes and what challenges he was facing at that point in time, which he then immediately conveyed to the assigned social worker. After the situation in Singapore eased, Ryan finally managed to arrange for a physical visit where they had a joyous conversation. They are planning for more of such physical visits.

Overall, the Tele-Befriending experience was enriching in several ways. It allowed him to contribute to society even when faced with the constraints of the COVID-19 situation. It also enabled him to provide the seniors who might be feeling lonely and isolated a peace of mind. Finally, it reminded him to show concern for his own family members, count his blessings, and appreciate more of what he has.





“Be our Beacon of Hope” Online Fundraising Campaign March to July 2020

Amidst the rapid changes that took place in early 2020 due to COVID-19, “Be Our Beacon of Hope” was an online fundraising campaign that was conceptualised to raise funds to ensure the continued rendering of essential services to our service users. We were very thankful for Jardine Cycle & Carriage Limited’s contribution of \$83,076, raised through the fundraising initiative ‘Staying United, Giving Hope’ that consisted of both corporate and staff efforts. Along with other donations pledged to this campaign, a total of \$219,056 was raised.



A virtual joint ceremony to mark Jardine Cycle & Carriage’s support for REACH’s Beacon of Hope initiative



REACH Charity Golf 2020 September to December 2020 | Keppel Club

In line with COVID-19 safe management measures, REACH Charity Golf was reinvented to a “Own Time Own Target” format where golfers played at pre-arranged date and timing with Keppel Club with the facilitation of REACH Community Services. \$46,550 were raised through the sales of flights as well as outright donations. We would like to thank all our sponsors as well as Keppel Club for a very special version of REACH Charity Golf 2020.



Supporters of REACH Charity Golf 2020 enjoying a game of golf at Keppel Club on their choice date and time.

Air Products Singapore

Air Products Singapore has been a faithful partner of our REACH Youth Mentoring programme. Over the years, Air Products Singapore has also expanded their corporate social responsibility efforts to REACH Senior Service. We are indeed thankful to have Air Products Singapore as our corporate partner since 2016.



Presenting an artwork painted by a service user of REACH Senior Service to Air Products Singapore for their many years of partnership.

REACH Charity Run 2020 1 to 21 December 2020

The inaugural REACH Charity Run 2020 was birthed out of the COVID-19 context to raise awareness and much-needed funds to support our essential services. Participants could choose to cover either 3 kilometres or 5 kilometres for this campaign. REACH Charity Run 2020 garnered a total of 422 registrations and \$348,780 was raised. A big thank you to our sponsors and all who have participated.



Watch REACH Project HOPE video here:



Mr Ho Siew Cheong, Chief Executive of REACH Community Services, supporting REACH Charity Run with a walk at Singapore Botanic Gardens



Staff from REACH Family Service receiving electrical appliances on their service users’ behalf.

Maritime and Port Authority of Singapore (MPA)

Maritime and Port Authority of Singapore has been very supportive of the work of REACH Community Services as their adopted charity. One such instance is the festival cheers which took place in early 2020 where 50 families were blessed with electrical appliances of their choice. On behalf of the beneficiaries, we are truly appreciative of their thoughtfulness.



**All photos were taken in line with COVID-19 safety measures.

The Fullerton Hotel Singapore

As a key partner for our REACH Youth Mentoring Programme, The Fullerton Hotel Singapore has been providing training in photography, videography, and hospitality for our youth through the Fullerton Academy. Due to COVID-19 and safe distancing measures, the training was conducted virtually, much to the youth's delight as they get to continue their learning.



Volunteers from The Fullerton Academy having a virtual training in videography during the Circuit Breaker period.

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, Ministry of Sustainability and the Environment; Senior Minister of State, Ministry of Transport

Mr Desmond LEE, Minister for National Development & Minister-in-charge of Social Services Integration

Ms LOW Yen Ling, Minister of State, Ministry of Culture, Community and Youth & Ministry of Trade and Industry Chairperson of Mayors' Committee & Mayor, South West District

Ms SIM Ann, Senior Minister of State, Ministry of Communications and Information & Ministry of National Development

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

Ms GAN Siow Huang, Minister of State, Ministry of Education & Ministry of Manpower, Member of Parliament, Marymount SMC

Mr GAN Kim Yong, Minister for Health

Mr MASAGOS Zulkifli Bin Masagos Mohamad, Minister for Social and Family Development, Second Minister for Health & Minister-in-charge of Muslim Affairs
Academy of Solution Focused Training Pte Ltd

ACC Finance Corpserve Private Limited

ACI Singapore

Agency for Integrated Care

Agency for Integrated Care - Caregiving and Community Mental Health Division

Agency for Integrated Care - Silver Generation Office

Air Products Singapore Industrial Gases Pte Ltd

AMKFSC Community Services - COMNET Senior Services

Andrew and Grace Home

Anglo-Chinese School (Independent)

ASCAT@National University Hospital, Department of Psychological Medicine

Association for Persons with Special Needs (APSN)

Austrian Solution Circle

Astute Tax Pte Ltd

Bendemeer Secondary School

Beyond Social Services

Bishan Community Club

Bishan Neighbourhood Police Centre

Bishan North Community Club

Bukit Batok Secondary School

Bukit Gombak Constituency Office

Bukit View Primary School

Bukit View Secondary School

Caregiver Alliance Limited

Cargill International Trading Pte Ltd

Central Narcotics Bureau

Central Singapore Community Development Council (CDC)

Choa Chu Kang Constituency Office

Citrus Media Pte Ltd

Community Chest

Dazhong Primary School

Decathlon Singapore

Dunearn Secondary School

Dunman High School

Eagle Infotech Consultants Pte Ltd

Engineering Good

Epworth Community Services

Evergreen Secondary School

Family Central

Far East Organization

Fei Yue Community Services - Youth Go!

Fei Yue Family Service Centre (Bukit Batok)

Food From The Heart

Football Association of Singapore

Giving Force Foundation

Gladius Place

Gobbler Pte Ltd

Golden Flower International Pte Ltd

Grace Assembly Of God

Guangyang Secondary School

Glyph Community@Glyph

Hatch (Social Enterprise, Youth Training)

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

IMDA-Seniors Go Digital

ISS Facility Services Private Limited

ITE College West

JiakBaBuay

Kembangan-Chai Chee Community Sports Club

Keppel Club

Keppel Care Foundation

Kidz Kulture Schoolhouse Ptd Ltd

Kovan Sports Centre

Kuo Chuan Presbyterian Secondary School

Lee Foundation

Lien Centre for Social Innovation

Life Journey Counselling

Maritime and Port Authority of Singapore

Ministry of Culture, Community & Youth

Ministry of Health

Ministry of HOPE Affairs

Ministry of Social and Family Development

Nanyang Inc Pte Ltd

Nanyang Polytechnic

Nanyang Technological University of Singapore

National Council of Social Service

National Healthcare Group

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National University Health System

National University Health System, G-RACE

National University Polyclinics (NUP)

National University of Singapore

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)

PAssion WaVe @ Jurong Lake Gardens

People's Association

Pioneer Community Sports Club

Potong Pasir Community Club

Power Partners Pte Ltd

PPIS Family Service Centre

Project Eleur

Project Kefi

Queenstown Secondary School

Radaph Pte Ltd (Oneday)

Raffles Girls' School

Raffles Institution

Rulang Primary School

SAP ASIA Pte Ltd

Sembcorp Industries Ltd

SeraphCorp Institute

SHINE Children & Youth Services

Singapore After-Care Association

Singapore Anglican Community Services

Singapore Boys' Hostel

Singapore Children's Society

(Singapore) Cybersports & Online Gaming Association

Singapore Dragon Boat Association

Singapore Hospice Council

Singapore Island Country Club

Singapore Management University

Singapore Police Force Bukit Batok Neighbourhood Police Centre

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

Singapore University of Social Sciences (SUSS)

Singhealth

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

Sport Singapore

Swiss Cottage Secondary School

S&P System Services Pte Ltd

Tan Tock Seng Hospital

Tanjong Pagar-Tiong Bahru Consistency Office

TeachMi

TeamBuild Construction (Pte) Ltd

Teens Network (T-Net) Club @ Macpherson

The Boy's Brigade in Singapore

The Cocreative Company Pte. Ltd.

The Council for Third Age, C3A

The Esplanade Co Ltd

The Food Bank Singapore Ltd

The Fullerton Hotel Singapore

The Institute of Mental Health

The International Coach Federation Singapore Chapter

The Methodist Church in Singapore

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

TRIA The Label Pte Ltd

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

Will And Legacy Pte Ltd

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 vulnerable and needy individuals and families in our Community. Each dollar you contribute goes towards 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 support 15 vulnerable youths in building resilience through our youth mentoring programme for 1 week.

\$500

Every \$500 will support 10 isolated seniors by engaging them through our active ageing and mental wellness programme for 1 month.



Simply scan to make a contribution today!



Check out the available volunteering opportunities!

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 2020**

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

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REACH COMMUNITY SERVICES SOCIETY

Annual Report

For the financial year ended 31 December 2020

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REACH COMMUNITY SERVICES SOCIETY

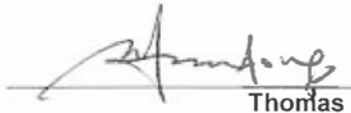
STATEMENT BY THE MANAGEMENT COMMITTEE

For the financial year ended 31 December 2020

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 29 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 2020 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

**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 2020, 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 29.

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 Standard in Singapore ("CAS") so as to give a true and fair view of the financial position of the Society as at 31 December 2020 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 the CAS, and for devising and maintaining a system of internal accounting controls sufficient to provide a reasonable assurance that assets are safeguarded against loss from unauthorised use or disposition; and transactions are properly authorised and that they are recorded as necessary to permit the preparation of true and fair financial statements and to maintain accountability of assets.

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

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

Auditor's Responsibilities for the Audit of the Financial Statements

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

As part of an audit in accordance with SSAs, we exercise professional judgement and maintain professional 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 (Institutions of a Public Character) Regulations.

Nexia TS

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

Singapore

3 April 2021

REACH COMMUNITY SERVICES SOCIETY

BALANCE SHEET

As at 31 December 2020

	Note	2020 S\$	2019 S\$
Assets			
Non-current assets			
Property, plant and equipment	3	428,249	325,184
Current assets			
Cash and bank balances	4	10,812,876	9,467,438
Other receivables	5	660,328	470,292
		11,473,204	9,937,730
Total assets		11,901,453	10,262,914
Current liabilities			
Other payables	6	1,025,291	938,665
Finance lease liabilities	11	40,805	-
		1,066,096	938,665
Non-current liabilities			
Finance lease liabilities	11	157,045	-
Total liabilities		1,223,141	938,665
Net assets		10,678,312	9,324,249
Funds of the Society			
Total unrestricted funds	12	5,665,011	5,065,022
Total restricted funds	12	5,013,301	4,259,227
Total funds		10,678,312	9,324,249

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 2020

Note	Total unrestricted funds S\$	Total restricted funds S\$	2020 Total funds S\$	2019 Total funds S\$
Income from generated funds				
Donation – Tax deductible	636,286	81,820	718,106	1,162,649
Donation – Non-Tax deductible	340,816	3,065	343,881	446,044
Total voluntary income	977,102	84,885	1,061,987	1,608,693
Investment income – Fixed deposit interest income				
	128,334	-	128,334	147,861
Income from charitable activities				
Programme revenue	108,019	6,526	114,545	179,132
Funding from MSF / MOH / MCCY				
Funding from NCCS / AIC	102,285	2,400,131	2,502,416	2,179,857
Funding from Tote Board	3,240	355,760	359,000	486,979
Funding from ComChest	310,901	511,112	822,013	547,686
Care & Share matching grant	-	76,192	76,192	93,876
Funding from other organisations	290,000	-	290,000	341,317
	82,547	323,505	406,052	431,169
Total government subvention	788,973	3,666,700	4,455,673	4,080,884
Other income				
	9	610,568	462,712	1,073,280
Total income	2,612,996	4,220,823	6,833,819	6,110,914

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 2020

Note	Total unrestricted funds S\$	Total restricted funds S\$	2020 Total funds S\$	2019 Total funds S\$
Expenditure:				
Fundraising costs				
	(40,309)	-	(40,309)	(112,086)
Employee compensation	7 (2,242,841)	(2,109,727)	(4,352,568)	(4,026,668)
Other staff related costs	(117,584)	(148,547)	(266,131)	(163,007)
Overheads	(98,537)	(240,722)	(339,259)	(307,630)
Finance lease interest expense	(2,685)	-	(2,685)	-
Programme expenses	(102,837)	(176,966)	(279,803)	(460,738)
Depreciation	3 (46,438)	(136,556)	(182,994)	(292,446)
Allocation of corporate support costs	717,745	(717,745)	-	-
Write-off of property, plant and equipment	-	-	-	(1,229)
Total expenses from charitable activities	(1,893,177)	(3,530,263)	(5,423,440)	(5,251,718)
Audit costs	(5,461)	(6,468)	(11,929)	(6,492)
Annual General Meeting and related costs	(4,078)	-	(4,078)	(5,350)
Total governance costs	(9,539)	(6,468)	(16,007)	(11,842)
Total expenditure	(1,943,025)	(3,536,731)	(5,479,756)	(5,375,646)
Net income	669,971	684,092	1,354,063	735,268
Gross transfer between funds	(69,982)	69,982	-	-
Reconciliation of funds				
Total funds brought forward	5,065,022	4,259,227	9,324,249	8,588,981
Total funds carried forward	5,665,011	5,013,301	10,678,312	9,324,249

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 2020

Breakdown of Restricted Funds	2020 Restricted Funds								Total restricted funds S\$
	FSC fund S\$	HOPE fund S\$	ODT fund S\$	ESU fund S\$	SWP fund S\$	YES fund S\$	PC2017 S\$	Senior fund S\$	
Income from generated funds									
Donation – Tax deductible	3,770	-	-	-	-	-	-	78,050	81,820
Donation – Non-Tax deductible	30	-	-	-	-	-	-	3,035	3,065
Total voluntary income	3,800	-	-	-	-	-	-	81,085	84,885
Income from charitable activities									
Programme revenue	-	-	-	-	-	-	-	6,526	6,526
Funding from MSF / MOH / MCCY	1,943,835	396,296	-	-	-	-	-	60,000	2,400,131
Funding from NCSS / AIC	-	-	77,336	-	-	-	-	278,424	355,760
Funding from Tote Board	511,112	-	-	-	-	-	-	-	511,112
Funding from ComChest	76,192	-	-	-	-	-	-	-	76,192
Funding from other organisations	47,550	-	-	-	-	-	-	275,955	323,505
Total government subvention	2,578,689	396,296	77,336	-	-	-	-	614,379	3,666,700
Other income	302,349	3,495	-	-	-	-	-	156,868	462,712
Total income	2,884,838	399,791	77,336	-	-	-	-	858,858	4,220,823

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 2020

	2020 Restricted Funds								Total restricted funds S\$
	FSC fund S\$	HOPE fund S\$	ODT fund S\$	ESU fund S\$	SWP fund S\$	YES fund S\$	PC2017 S\$	Senior fund S\$	
Expenditure:									
Employee compensation	(1,220,942)	(244,664)	-	-	-	-	-	(644,121)	(2,109,727)
Other staff related costs	(115,987)	(8,741)	-	-	-	-	-	(23,819)	(148,547)
Overheads	(153,557)	(8,091)	(2,848)	-	-	-	-	(76,226)	(240,722)
Programme expenses	(92,146)	(1,701)	(11,115)	-	-	-	-	(72,004)	(176,966)
Depreciation	(25,469)	-	-	-	-	-	-	(111,087)	(136,556)
Allocation of corporate support costs	(512,675)	-	-	-	-	-	-	(205,070)	(717,745)
Total expenses from charitable activities	(2,120,776)	(263,197)	(13,963)	-	-	-	-	(1,132,327)	(3,530,263)
Audit cost	(3,234)	-	-	-	-	-	-	(3,234)	(6,468)
Total governance cost	(3,234)	-	-	-	-	-	-	(3,234)	(6,468)
Total expenditure	(2,124,010)	(263,197)	(13,963)	-	-	-	-	(1,135,561)	(3,536,731)
Net income / (expenditure)	760,828	136,594	63,373	-	-	-	-	(276,703)	684,092
Gross transfer between funds	-	-	-	68,282	(1,437)	733	2,404	-	69,982
Reconciliation of Funds									
Total funds brought forward	4,214,417	(99,020)	-	(68,282)	1,437	(733)	(2,404)	213,812	4,259,227
Total funds carried forward	4,975,245	37,574	63,373	-	-	-	-	(62,891)	5,013,301

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 2020

	2020 Senior Funded Programmes									
	CBP-HKN S\$	CBP-TP S\$	CBP-Pioneer S\$	Café S\$	Little Kampong S\$	CREST-SS HKN S\$	Bless Our City S\$	EAL Well S\$	CST S\$	Total Senior fund S\$
Income from generated funds										
Donation – Tax deductible	-	-	-	-	-	46,550	-	-	31,500	78,050
Donation – Non-Tax deductible	-	-	-	185	-	-	-	839	2,011	3,035
Total voluntary income	-	-	-	185	-	46,550	-	839	33,511	81,085
Income from charitable activities										
Programme revenue	-	-	-	-	-	-	-	-	6,526	6,526
Funding from MSF/ MOH	-	-	-	-	-	-	-	-	60,000	60,000
Funding from NCSS / AIC	-	-	-	-	-	215,074	-	-	63,350	278,424
Funding from other organisations	61,449	68,850	53,829	6,959	2,841	-	10,000	68,187	3,840	275,955
Total government subvention	61,449	68,850	53,829	6,959	2,841	215,074	10,000	68,187	127,190	614,379
Other income	-	-	-	-	-	-	-	-	156,868	156,868
Total income	61,449	68,850	53,829	7,144	2,841	261,624	10,000	69,026	324,095	858,858

The accompanying notes form an integral part of these financial statements

STATEMENT OF FINANCIAL ACTIVITIES

For the financial year ended 31 December 2020

Expenditure:	2020 Senior Funded Programmes									
	CBP-HKN S\$	CBP-TP S\$	CBP- Pioneer S\$	Café S\$	Little Kampong S\$	CREST-SS HKN S\$	Bless Our City S\$	EAL Well S\$	CST S\$	Total Senior fund S\$
Employee compensation	(50,112)	(50,112)	(74,820)	(3,705)	(3,509)	(189,421)	-	(37,695)	(234,747)	(644,121)
Other staff related costs	-	-	-	-	-	-	-	-	(23,819)	(23,819)
Overheads	-	(2,084)	(205)	(850)	(186)	(3)	-	-	(72,898)	(76,226)
Programme expenses	(4,622)	(2,360)	(461)	(384)	(2,069)	(4,664)	(9,877)	(3,155)	(44,412)	(72,004)
Depreciation	(13,886)	(13,886)	(13,886)	(13,886)	-	(13,886)	-	(13,885)	(27,772)	(111,087)
Allocation of corporate support costs	(24,463)	(24,463)	(24,463)	(24,463)	(2,873)	(24,463)	-	(24,463)	(55,419)	(205,070)
Total expenses from charitable activities	(93,083)	(92,905)	(113,835)	(43,288)	(8,637)	(232,437)	(9,877)	(79,198)	(459,067)	(1,132,327)
Audit cost	-	-	-	-	-	-	-	-	(3,234)	(3,234)
Total governance cost	-	-	-	-	-	-	-	-	(3,234)	(3,234)
Total expenditure	(93,083)	(92,905)	(113,835)	(43,288)	(8,637)	(232,437)	(9,877)	(79,198)	(462,301)	(1,135,561)
Net (expenditure) / income	(31,634)	(24,055)	(60,006)	(36,144)	(5,796)	29,187	123	(10,172)	(138,206)	(276,703)
Reconciliation of funds										
Total funds brought forward	(8,644)	7,337	14,326	248,735	5,796	(30,668)	-	-	(23,070)	213,812
Total funds carried forward	(40,278)	(16,718)	(45,680)	212,591	-	(1,481)	123	(10,172)	(161,276)	(62,891)

The accompanying notes form an integral part of these financial statements

STATEMENT OF FINANCIAL ACTIVITIES

For the financial year ended 31 December 2020

Legend:

i)	MSF	: Ministry of Social and Family Development
ii)	NCSS	: National Council of Social Service
iii)	Tote Board	: Singapore Totalisator Board Social Service Fund
iv)	FSC	: Family Service Centre
v)	HOPE	: Home Ownership Plus Education
vi)	ESU	: Enhanced STEP UP
vii)	SWP	: Streetwise Programme
viii)	YES	: Youth Enhanced Supervision
ix)	CBP-Pioneer	: Community Befriending Programme – Pioneer
x)	CBP-HKN	: Community Befriending Programme – Hong Kah North
xi)	CBP-TP	: Community Befriending Programme – Tanjong Pagar
xii)	Café	: Community Café
xiii)	C3A	: Council for 3rd Age
xiv)	CST	: Community Silver Trust
xv)	PC2017	: President Challenge 2017
xvi)	MCCY	: Ministry of Culture, Community & Youth
xvii)	MOH	: Ministry of Health
xviii)	AIC	: Agency of Integrated Care
xix)	ODT	: Organisation Development Transformation
xx)	CREST-SS HKN	: CREST-Silver Station Hong Kah North
xxi)	EAL Well	: Eat, Age & Live Well

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 2020

	Note	2020 S\$	2019 S\$
Cash flows from operating activities			
Net income for the financial year		1,354,063	735,268
Adjustments for:			
- Depreciation of property, plant and equipment	3	182,994	292,446
- Finance lease interest expense		2,685	-
- Fixed deposit interest income		(128,334)	(147,861)
- Write-off of property, plant and equipment		-	1,229
Operating cash flows before changes in working capital		1,411,408	881,082
Other receivables		(231,275)	(134,266)
Other payables		86,626	203,384
Net cash flows generated from operating activities		1,266,759	950,200
Cash flows from investing activities			
Interest received		169,573	88,018
Additions to property, plant and equipment	3	(71,576)	(78,007)
Net cash generated from investing activities		97,997	10,011
Cash flows from financing activities			
Repayments of finance lease principals		(16,633)	-
Interest paid		(2,685)	-
Net cash used in financing activities		(19,318)	-
Net increase in cash and bank balances		1,345,438	960,211
Cash and bank balances at beginning of the financial year		9,467,438	8,507,227
Cash and bank balances at end of the financial year	4	10,812,876	9,467,438

Reconciliation of liabilities arising from financing activities

	1 January 2020	Principal and interest payments	Non-cash changes		31 December 2020
			Addition – new leases	Interest expense	
	S\$	S\$	S\$	S\$	S\$
Finance lease liabilities	-	(19,318)	214,483	2,685	197,850

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 2020

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 November 2019 to 31 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 3 April 2021.

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 Standard ("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.

2.2 Government grant

Grants from the government are recognised as a receivable at their fair value when there is reasonable assurance that the grant will be received and the Society will comply with all the attached conditions.

Government grants receivable are recognised as income over the periods necessary to match them with the related costs which they are intended to compensate, on a systematic basis. Government grants relating to expenses are shown separately as other income.

2. Significant accounting policies (continued)

2.2 Government grant (continued)

Government grants relating to assets are deducted against the carrying amount of the assets.

2.3 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
Leased IT infrastructure	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. Significant accounting policies (continued)

2.4 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.

2.5 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.

2.6 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.

2.7 Revenue recognition

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

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

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

2. Significant accounting policies (continued)

2.7 Revenue recognition (continued)

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.

2.8 Employee compensation

Defined contribution plans

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

Employee leave entitlement

Employee entitlements to annual leave are recognised when they accrue to employees. A provision is made for the estimated liability for annual leave as a result of services rendered by employees up to the balance sheet date.

2.9 Operating leases

Lease of assets in which a significant portion of the risks and rewards of ownership are retained by the lessor are classified as operating leases.

Payments made under operating leases are taken to Statement of Financial Activities on a straight-line basis over the period of the lease.

2.10 Finance leases - lessee

Leases where the Society assumes substantially all risks and rewards incidental to ownership of the leased assets are classified as finance leases.

The leased assets and the corresponding lease liabilities (net of finance charges) under finance leases are recognised on the balance sheet as property, plant and equipment and finance lease liabilities respectively, at the inception of the leases based on the lower of the fair value of the leased assets and the present value of the minimum lease payments.

Each lease payment is apportioned between the finance expense and the reduction of the outstanding lease liability. The finance expense is recognised in Statement of Financial Activities on a basis that reflects a constant periodic rate of interest on the finance lease liability.

2. Significant accounting policies (continued)

2.10 Finance leases - lessee

The present value of the minimum lease payments is calculated using the interest rate implicit in the lease. If this cannot be determined, the lessee's incremental borrowing rate shall be used.

2.11 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.

2.12 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.

2.13 Funds structure

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

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

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS
For the financial year ended 31 December 2020

3. Property, plant and equipment

	<u>Computers</u> S\$	<u>Furniture, fittings and equipment</u> S\$	<u>Renovation</u> S\$	<u>Leased IT infrastructure</u> S\$	<u>Total</u> S\$
2020					
Cost					
Beginning of financial year	255,424	247,231	1,559,164	-	2,061,819
Additions	28,867	14,419	28,290	214,483	286,059
Write-off	-	(23,864)	-	-	(23,864)
End of financial year	<u>284,291</u>	<u>237,786</u>	<u>1,587,454</u>	<u>214,483</u>	<u>2,324,014</u>
Accumulated depreciation					
Beginning of financial year	212,089	134,267	1,390,279	-	1,736,635
Depreciation charge	24,577	39,844	88,784	29,789	182,994
Write-off	-	(23,864)	-	-	(23,864)
End of financial year	<u>236,666</u>	<u>150,247</u>	<u>1,479,063</u>	<u>29,789</u>	<u>1,895,765</u>
Net book value					
End of financial year	<u>47,625</u>	<u>87,539</u>	<u>108,391</u>	<u>184,694</u>	<u>428,249</u>

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS
For the financial year ended 31 December 2020

3. Property, plant and equipment (continued)

	<u>Computers</u> S\$	<u>Furniture, fittings and equipment</u> S\$	<u>Renovation</u> S\$	<u>Total</u> S\$
2019				
Cost				
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>
Accumulated depreciation				
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>
Net book value				
End of financial year	<u>43,335</u>	<u>112,964</u>	<u>168,885</u>	<u>325,184</u>

Assets written-off at zero net book value in 2020 comprise mainly obsolete laptops, outdated Microsoft Office application licences and DoVe volunteer management application.

The additions to leased IT infrastructure amounting to S\$214,483 (2019: Nil) are financed by finance leases of S\$214,483 (2019: Nil). The carrying amounts of leased IT infrastructure held under finance leases (Note 11) are S\$184,694 (2019: Nil) at the balance sheet date.

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2020

4. Cash and bank balances

	2020 S\$	2019 S\$
Cash at bank and on hand	1,812,564	967,438
Short-term fixed deposits	9,000,312	8,500,000
	<u>10,812,876</u>	<u>9,467,438</u>

Short-term fixed deposits bear interest rates ranging from 0.25% to 1.70% (2019: 1.70% to 2.20%) per annum, with tenure periods ranging from 3 months to 12 months (2019: 6 months to 12 months).

5. Other receivables

	2020 S\$	2019 S\$
Receivables for services provided	488,538	356,429
Fixed deposit interest receivable	42,001	83,240
Prepayments	33,547	25,443
Deposits (refundable)	5,180	5,180
JSS receivable	91,062	-
	<u>660,328</u>	<u>470,292</u>

6. Other payables

	2020 S\$	2019 S\$
Accruals for staff performance bonus	469,790	445,507
Accruals for Central Provident Fund contribution	180,102	181,058
Accruals for unutilised leave	105,407	41,899
Funds received in advance	215,511	242,786
Others	54,481	27,415
	<u>1,025,291</u>	<u>938,665</u>

7. Employee compensation

	2020 S\$	2019 S\$
Gross salaries	3,178,077	2,783,907
Bonus	587,614	712,148
Employer's contributions for Central Provident Fund	586,877	530,613
	<u>4,352,568</u>	<u>4,026,668</u>

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:

	2020	2019
Number of employees in bands		
- Between \$100,000 and \$200,000	3	2
- Between \$200,001 and \$300,000	<u>0</u>	<u>1</u>

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2020

8. Related party transactions

Key management personnel annual remuneration is as follows:

	2020 S\$	2019 S\$
Gross salaries	572,298	556,284
Bonus	121,889	147,477
Employer's contribution to Central Provident Fund	71,120	78,471
	<u>765,307</u>	<u>782,232</u>
Number of key management personnel	<u>6</u>	<u>6</u>

The key management personnel comprise the Chief Executive and the heads of the 4 service units and Head, Finance & Volunteer Management. The Society operates 4 services: namely Family, Counselling, Youth and Senior.

9. Other income

	2020 S\$	2019 S\$
Government grants and rebates	107,940	70,247
Job Support Scheme ("JSS")	948,445	-
VCF grants	5,286	3,268
Miscellaneous income	11,609	20,829
	<u>1,073,280</u>	<u>94,344</u>

Government grants and rebates comprise government wage credit schemes, skills future training and other rebates schemes. JSS is a COVID-19 job support scheme by government. Voluntary Welfare Organisations Charities Capability Fund ("VCF") grants are disbursed by National Council of Social Service to subsidise staff training and development needs of charities.

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2020

10. 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:

	2020 S\$	2019 S\$
Not later than one year	11,890	11,890
Between one and five years	25,293	37,183
	<u>37,183</u>	<u>49,073</u>

11. Finance lease liabilities

In 2020, the Society entered into a 5 year-lease with a non-related party, for lease of IT network software and hardware to enhance the IT network security and coverage capability.

The lease is classified as a finance lease as the Society assumes substantially all risks and rewards incidental to ownership of the leased assets after the satisfaction of the below criteria:

- The lease term is for the major part of the economic life of the asset.
- At the inception of the lease the present value of the minimum lease payments amounts to at least substantially all of the fair value of the leased asset

	2020 S\$	2019 S\$
Minimum lease payments due		
- Not later than one year	46,362	-
- Between one and five years	166,131	-
	<u>212,493</u>	<u>-</u>
Less: Future finance charges	(14,643)	-
Present value of finance lease liabilities	<u>197,850</u>	<u>-</u>

The present values of finance lease liabilities are analysed as follows:

	2020 S\$	2019 S\$
Not later than one year	40,805	-
Between one and five years	157,045	-
Total	<u>197,850</u>	<u>-</u>

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2020

12. Funds movement

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

	2020 S\$	2019 S\$
Unrestricted fund		
Balance at beginning of the financial year	5,065,022	4,516,323
Net income for the financial year	669,971	548,699
Gross transfer between funds	(69,982)	-
Balance at end of the financial year	<u>5,665,011</u>	<u>5,065,022</u>
Total unrestricted fund expenditure	1,943,025	1,807,561
Unrestricted funds reserves ratio	<u>2.92</u>	<u>2.80</u>
FSC reserves ratio	<u>2.34</u>	<u>2.00</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.

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS
For the financial year ended 31 December 2020

12. Funds movement (continued)

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

	2020 restricted funds movement							Senior fund S\$	Total restricted funds S\$
	FSC fund S\$	HOPE fund S\$	ODT fund S\$	ESU fund S\$	SWP fund S\$	YES fund S\$	PC2017 S\$		
Balance at beginning of the financial year	4,214,417	(99,020)	-	(68,282)	1,437	(733)	(2,404)	213,812	4,259,227
Net income / (expenditure) for the financial year	760,828	136,594	63,373	-	-	-	-	(276,703)	684,092
Gross transfer between funds	-	-	-	68,282	(1,437)	733	2,404	-	69,982
Balance at end of the financial year	4,975,245	37,574	63,373	-	-	-	-	(62,891)	5,013,301

	2019 restricted funds movement							Senior fund S\$	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	4,214,417	(99,020)	(68,282)	1,437	(733)	(2,404)	213,812	4,259,227	

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS
For the financial year ended 31 December 2020

12. Funds movement (continued)

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

	2020 Restricted funds - Senior fund movement									Total senior funds S\$
	CBP-HKN S\$	CBP-TP S\$	CBP-Pioneer S\$	Cafe S\$	Little Kampong S\$	CREST-SS HKN S\$	Bless Our City S\$	EAL Well S\$	CST S\$	
Balance at beginning of the financial year	(8,644)	7,337	14,326	248,735	5,796	(30,668)	-	-	(23,070)	213,812
Net (expenditure) / income for the financial year	(31,634)	(24,055)	(60,006)	(36,144)	(5,796)	29,187	123	(10,172)	(138,206)	(276,703)
Balance at end of the financial year	(40,278)	(16,718)	(45,680)	212,591	-	(1,481)	123	(10,172)	(161,276)	(62,891)

	2019 Restricted funds - Senior fund movement							Total senior funds S\$
	CBP-HKN S\$	CBP-TP S\$	CBP-Pioneer S\$	Cafe S\$	Little Kampong S\$	CREST-SS HKN S\$	CST 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

12. 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 ODT fund is Organisation Development Transformation funding by NCSS to improve the organisational health of social purpose entities to be effective in delivering quality, innovative and sustainable solutions.

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. To close the ESU fund, a transfer of fund from unrestricted funds was effected to zeroise the ESU fund balance.

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. To close the SWP fund, a transfer of fund to unrestricted funds was effected to zeroise the SWP fund balance.

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. To close the YES fund, a transfer of fund from unrestricted funds was effected to zeroise the YES fund balance.

PC2017 was the President Challenge 2017 awarded to fund youth leadership development. PC2017 funding was fully utilised in 2019 and final submission to PC secretariat was completed in 2019. To close the PC2017 fund, a transfer of fund from unrestricted funds was effected to zeroise the PC2017 fund balance.

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. This funding agreement expired on 31 March 2020.

CREST-SS HKN is the funding by AIC (Agency for Integrated Care) for CREST-Silver Station 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.

EAL Well is the "Eat, Age & Live Well" programme funded by C3A to promote senior volunteerism using a café platform.

Bless Our City is a do-good initiative by Central Singapore CDC & Far East Organisation to serve the lonely seniors using the music platform.

12. Funds movement (continued)

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 have adequate accumulated surplus for the transfer to take place.

13. 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.

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