

An illustration of a hand holding a compass in a forest. The hand is positioned at the bottom center, holding a silver compass with a black rim. The compass face is white with black markings for degrees and cardinal directions (N, S, E, W). The needle is pointing towards the top right. The background is a lush forest with tall, brown tree trunks and green foliage. Sunlight filters through the trees, creating a warm, golden glow. The overall style is a vibrant, cartoonish illustration.

Venturing in

FAITH

ANNUAL REPORT 2021

CONTENT

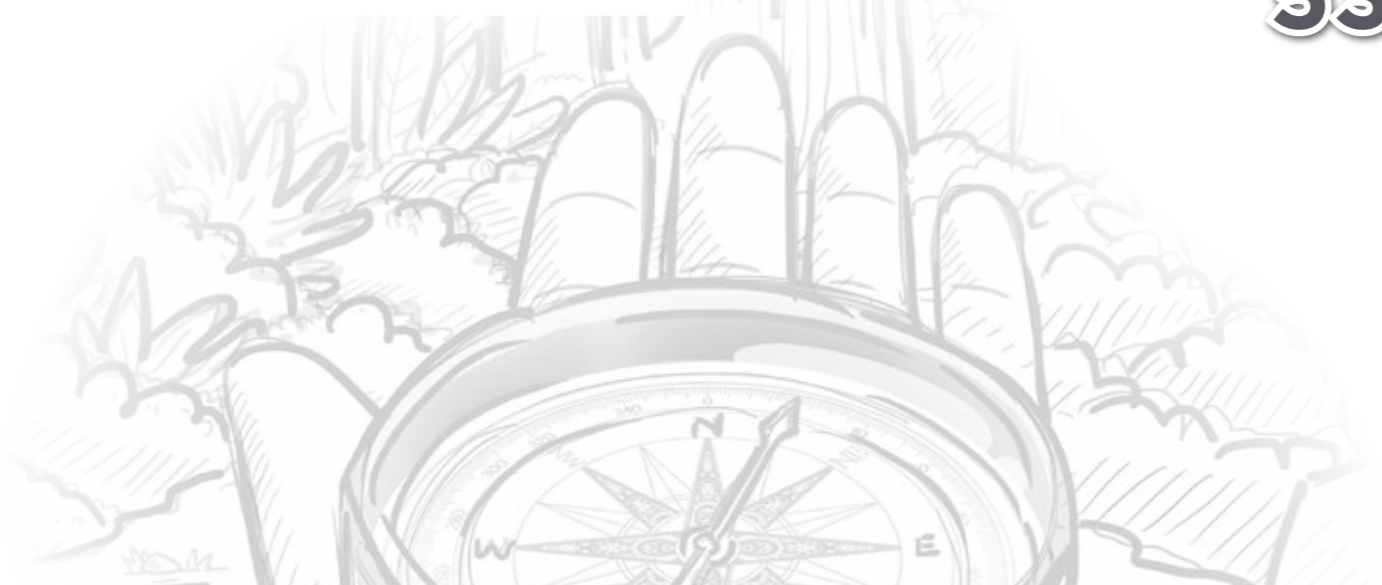
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VISION & MISSION



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.



FOREWORD

“ Now faith is the assurance of things hoped for, the conviction of things not seen. ”

Hebrews 11:1 (ESV)

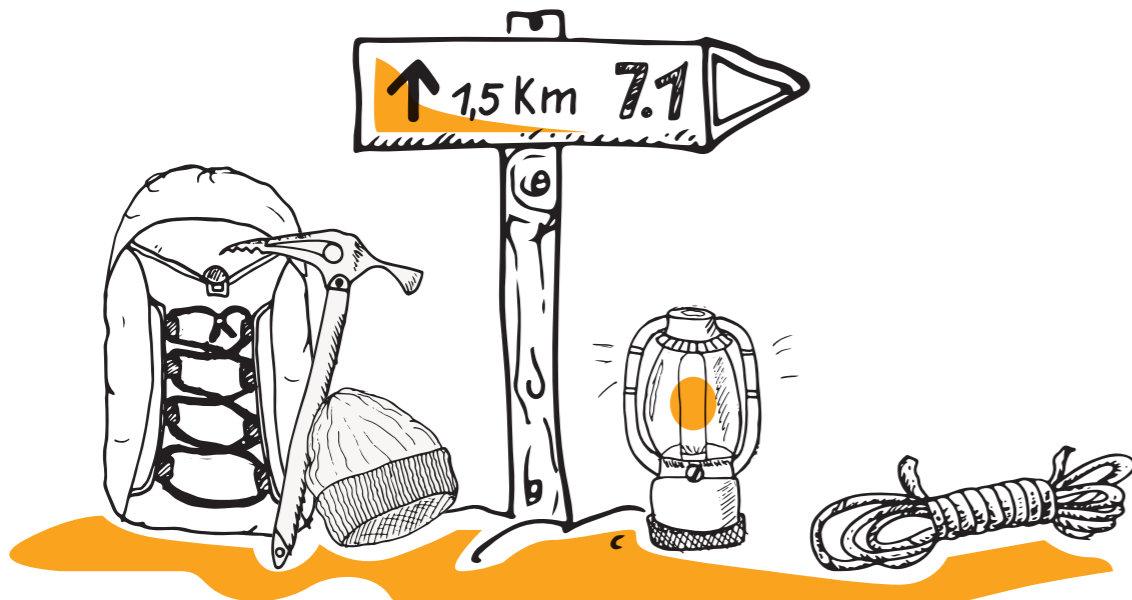


He who promises an end to all earthly suffering will surely see the COVID-19 pandemic to an end too. Till then, REACH continues trudging on along the winding path- with fervour for what dawns on the horizon.

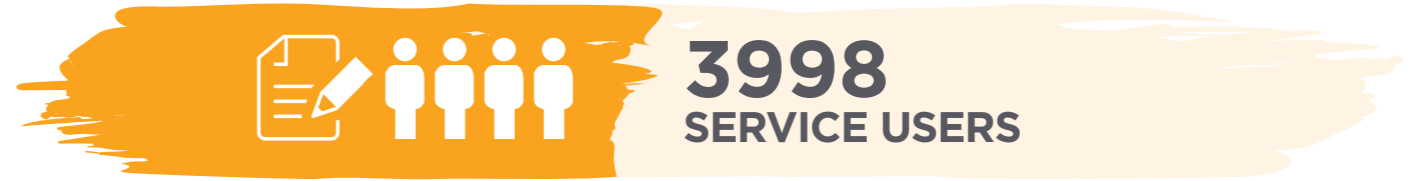
Like an explorer navigating the difficult terrain and wilderness armed only with the trust of the compass in his hand, REACH journeys on this seemingly endless road with her service users with God as her guide.

We look back over the past year and we give thanks to God for his provision during a journey of change. From adapting to online outreach platforms to kickstarting new engagement programs, REACH has pushed boundaries and ventured into new spaces in the face of uncertainty, fearless and convicted with faith in God, our compass, to forge new paths.

No matter how treacherous the path ahead may be, REACH will continue to journey forward in faith, together with her service users.



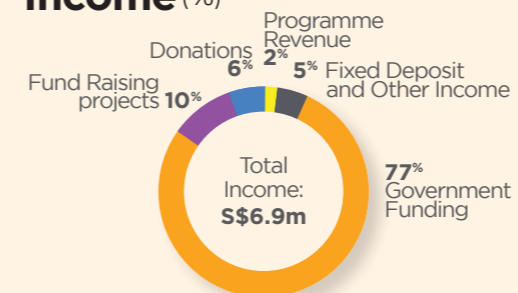
FY2021 IMPACT OVERVIEW



* 3,154 volunteers participated in REACH Charity Run

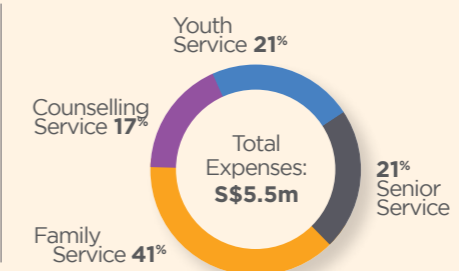
TOTAL FUNDING:

Sources of Income (%)



TOTAL EXPENSES:

Expenditure by Service Units (%)



Fund-Raising Efficiency Ratio

	Fund raising efficiency ratio (B/A)	Fund raising projects expenses	Funds collected from fund raising projects
2021	2%	\$13,203	\$716,412
2020	5%	\$40,309	\$743,794

MANAGEMENT COMMITTEE AND GOVERNANCE

Corporate Information

REACH Community Services Society (REACH) is a social service agency registered under the Societies Act (Chapter 311) on 31/10/1998 and the Commissioner of Charities on 20/9/1999 (Registration No. 1383)

REACH joined National Council of Social Service as a member on 7/7/2000
Since 2009, REACH has been granted Institute of a Public Character ("IPC") status (IPC No. IPC000196)

Current IPC period : 1/11/2021 to 31/10/2024

Registered Address Blk 187, Bishan Street 13, #01-475 Singapore 570187
UEN S98SS0144L
Auditor NEXIA TS PUBLIC ACCOUNTING CORPORATION
Banker OCBC Bank



Management Committee

Front Row: Chia Mei Mei; Lam Kun Kin; Thomas Ow Yong; Shia Yang Lik; Chan Hock Hui
Back Row: Neo Kim Teck; Sin Lye Kuen; Dennis Gay; Soon Kim Tat

POSITION	NAMES	POSITION	CHAIR	MEMBERS
President:	Thomas Ow Yong	Sub-Committee members		
Vice-President:	Lam Kun Kin	Audit	Sin Lye Kuen	Owen Wong, Khor Siew Khim, Johan Choo
Honorary Secretary:	Chia Mei Mei	Human Resource	Chia Mei Mei	Chan Hock Hui, Eunice Ng, Kong Poh Suan
Honorary Treasurer:	Shia Yang Lik	Finance	Shia Yang Lik	Goh Lay Fong, Adler Foong
Committee Members:	Chan Hock Hui Dennis Gay Neo Kim Teck Sin Lye Kuen Soon Kim Tat	Fund Raising	Neo Kim Teck	Thomas Ow Yong, Dennis Gay
		Strategic Planning & Programmes	Lam Kun Kin	Soon Kim Tat, Dennis Gay, Cham Lee Fin

Management Committee & Chief Executive Appointment

NAME	DESIGNATION	DATE OF APPOINTMENT	PAST APPOINTMENTS	CURRENT OR LAST HELD OCCUPATION
Ho Siew Cheong	Chief Executive	Since 2014	-	-
Thomas Ow Yong	President	Since 2019	Vice-President (2015-2017)	Tax consultant
Lam Kun Kin	Vice-President	Since 2021	MC member (2017 to 2021)	Retired, Senior Executive Vice President - local bank
Chia Mei Mei	Honorary Secretary	Since 2019	-	Retired, Head of Admin - church
Shia Yang Lik	Honorary Treasurer	Since 2021	-	Business Manager - US MNC
Chan Hock Hui	Committee Member	Since 2019	Honorary Treasurer (2015 to 2019)	Retired, Director, Portfolio Risk Management - US Bank
Dennis Gay	Committee Member	Since 2021	-	Account Director - US MNC
Neo Kim Teck	Committee Member	Since 2021	-	Retired, Director, Asia Pacific Sales, Oil MNC
Sin Lye Kuen	Committee Member	Since 2021	Vice-President (2012) President (2013-2014) Committee Member (2017-2019) Vice-President (2019-2021)	Head of Legal & Compliance, China MNC
Soon Kim Tat	Committee Member	Since 2017	-	Retired, General Manager

Management Committee (MC) Meetings Attendance 2021

MC TERM 2019/2021 (JAN 2019 – MAY 2021)	ATTENDANCE/ NO. OF MEETINGS	MC TERM 2019/2021 (JUN – DEC 2021)	ATTENDANCE/ NO. OF MEETINGS
Thomas Ow Yong	3/3	Thomas Ow Yong	3/3
Sin Lye Kuen	3/3	Lam Kun Kin	3/3
Chia Mei Mei	3/3	Chia Mei Mei	3/3
Goh Lay Fong	3/3	Shia Yang Lik	2/3
Chan Hock Hui	3/3	Chan Hock Hui	3/3
Jimmy Yap	2/3	Dennis Gay	3/3
Lam Kun Kin	3/3	Neo Kim Tat	3/3
Michael Lai	3/3	Sin Lye Kuen	3/3
Soon Kim Tat	2/3	Soon Kim Tat	3/3

*2021 was a Management Committee election year, hence 2 sets of meetings

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	FY2021	FY2020
Between \$100,000 and \$200,000	3	3
Between \$200,001 and \$300,000	0	0

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

MANAGEMENT COMMITTEE AND GOVERNANCE



Executive Leadership Team

Front Row: Sharon Ng, Head of Family Service; Ronald Lim, Head of Counselling Service; Ho Siew Cheong, Chief Executive; Gareth Huang, Head of Senior Service; Derrick Lau, Deputy Head of Youth Service
 Back Row: Florence Ng, Manager of Human Resources; Michael Lai, Deputy Chief Executive; Teo Tze Wei, Head of Finance, IT & Special Projects; Denise Tan, Manager of Community Engagement

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	Thomas Ow Yong	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.

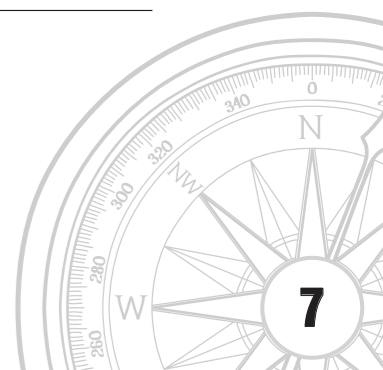
Management Committee members make annual declarations of actual or potential conflict of interest to the Management Committee.

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

Governance Evaluation

S/N	DESCRIPTION	CODE ID	RESPONSE
BOARD GOVERNANCE			
1.	Induction and orientation are provided to incoming Board members on joining the Board.	1.1.2	Complied
Are there Board members holding staff appointments? (Skip items 2 and 3 if "No")			No
2.	Staff does not chair the Board and does not comprise more than one-third of the Board.	1.1.3	N.A.
3.	There are written job descriptions for their executive functions and operational duties which are distinct from their Board roles .	1.1.5	N.A.
4.	There is a maximum limit of four consecutive years for the Treasurer position (or equivalent, e.g. Finance Committee Chairman or person on Board responsible for overseeing the finances of the charity). Should the charity not have an appointed Board member, it will be taken that Chairman oversees the finances.	1.1.7	Complied
5.	All Board members submit themselves for re-nomination and re-appointment , at least once every three years.	1.1.8	Complied
6.	The Board conducts regular self-evaluation to assess its performance and effectiveness once per term or every three years whichever is shorter.	1.1.12	Complied
Are there Board member(s) who have served for more than 10 consecutive years? (Skip item 7 if "No")			No
7.	The charity discloses in its annual report the reasons for retaining Board member(s) who have served for more than 10 consecutive years .	1.1.13	NA
8.	There are documented terms of reference for the Board and each of its Board committees.	1.2.1	Complied
Conflict of Interest			
9.	There are documented procedures for Board members and staff to declare actual or potential conflicts of interest to the Board at the earliest opportunity	2.1	Complied
10.	Board members do not vote or participate in decision-making on matters where they have a conflict of interest.	2.4	Complied
Strategic Planning			
11.	The Board periodically reviews and approves the strategic plan for the charity to ensure that the activities are in line with its objectives.	3.2.2	Complied

¹ Staff: Paid or unpaid individuals who are involved in the day-to-day operations of the charity, e.g. an Executive Director or Administrative personnel.



Governance Evaluation

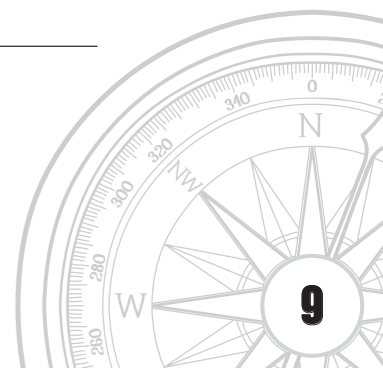
S/N	DESCRIPTION	CODE ID	RESPONSE
HUMAN RESOURCE AND VOLUNTEER² MANAGEMENT			
12.	The Board approves documented human resources policies for staff.	5.1	Complied
13.	There is a documented Code of Conduct for Board members, staff and volunteers (where applicable) which is approved by the Board.	5.3	Complied
14.	There are processes for regular supervision, appraisal and professional development of staff.	5.5	Complied
Are there volunteers serving in the charity? (Skip item 15 if "No")			Yes
15.	There are volunteer management policies in place for volunteers.	5.7	Complied
FINANCIAL MANAGEMENT AND INTERNAL CONTROLS			
16.	There is a documented policy to seek Board's approval for any loans, donations, grants or financial assistance provided by the charity which are not part of its core charitable programmes.	6.1.1	Complied
17.	The Board ensures internal controls for financial matters in key areas are in place with documented procedures .	6.1.2	Complied
18.	The Board ensures reviews on the charity internal controls, processes, key programmes and events are regularly conducted.	6.1.3	Complied
19.	The Board ensures that there is a process to identify, regularly monitor and review the charity's key risks	6.1.4	Complied
20.	The Board approves an annual budget for the charity's plans and regular monitors is expenditure	6.2.1	Complied
Does the charity invest in its reserves, including fixed deposits? (Skip item 21 if "No")			Yes
21.	The charity has a documented investment policy approved by the Board.	6.4.3	Complied
FUNDRAISING PRACTICES			
Did the charity receive cash donations (solicited or unsolicited) during the year? (Skip item 22 if "No")			Yes
22.	All collections received (solicited or unsolicited) are properly accounted for and promptly deposited by the charity.	7.2.2	Complied
	Did the charity receive donations-in-kind during the year? (Skip item 23 if "No")		Yes
23.	All donations-in-kind received are properly recorded and accounted for by the charity.	7.2.3	Complied
DISCLOSURE AND TRANSPARENCY			
24.	The charity discloses in its annual report: i) Number of Board meetings in the year; and ii) Individual Board member's attendance	8.2	Complied
Are Board members remunerated for their Board services? (Skip items 25 and 26 if "No")			No
25.	No Board member is involved in setting his or her own remuneration.	2.2	N.A.
26.	The charity discloses the exact remuneration and benefits received by each Board member in its annual report OR The charity discloses that no Board members are remunerated.	8.3	N.A.

² Volunteer: Persons who willingly give up time for charitable purposes, without expectation of any remuneration. For volunteers who are involved in the day-to-day operations of the charity, they should also abide by the best practices set out in the Code applicable to 'staff'.

Governance Evaluation

S/N	DESCRIPTION	CODE ID	RESPONSE
Does the charity employ paid staff? (Skip items 27, 28 and 29 if "No")			Yes
27.	No staff is involved in setting his or her own remuneration.	2.2	Complied
28.	The charity discloses in its annual report: i) The total annual remuneration (including any remuneration received in its subsidiaries), for each of its three highest paid staff , who each receives remuneration exceeding \$100,000 , in bands of \$100,000; and ii) If any of the three highest paid staff also serves on the Board of the charity. OR The charity discloses that none of its staff receives more than \$100,000 in annual remuneration each.	8.4	Complied
29.	The charity discloses the number of paid staff who are close members of the family ³ of the Executive Head or Board Members, who each receives remuneration exceeding \$50,000 during the year, in bands of \$100,000. OR The charity discloses that there is no paid staff who are close members of the family of the Executive Head or Board Member, who receives more than \$50,000 during the year.	8.5	Complied
Public image			
30.	The charity has a documented communication policy on the release of information about the charity and its activities across all media platforms.	9.2	Complied

³ Close members of the family: Those family members who may be expected to influence, or be influenced by, that person in their dealings with the charity. In most cases, they would include:
- That person's children and spouse;
- Children of that person's spouse; and
- Dependants of that person or that person's spouse



MESSAGE FROM THE PRESIDENT



“ We remain sure that our God is faithful, and we will continue to rely on Him to guide us and provide for us. ”

Thomas Ow Yong
President, REACH Community Services

In 2021, we saw the continuation of what the pandemic situation was in 2020. Learning from the experience the year before, REACH continued to innovate to develop more effective ways to serve the community.

REACH serves the community through our 4 key Social Services – Family Service, Counselling Service, Youth Service, and Senior Service, and through our 6 Community Touchpoints. While the new variants of the virus resulted in changes in Safe Management Measures, REACH rose to the challenge to deliver programmes and services through a hybrid engagement model, via both onsite and virtual platforms, whenever and wherever necessary. It was not easy to switch between onsite and online, but our services continue to adapt and evolve to the constant changes to continue the service delivery. This commitment to answer the call of the community despite the uncertainty and unpredictability amidst the pandemic was demonstrated through REACH's provision of programmes and services to 3998 service users in 2021.

Into the second year of the pandemic, fatigue - particularly mental health fatigue, is impacting more and more of the community. Moving forward, REACH will expand her services in this area to meet the needs of the Community, in providing mental health support to our service users.

Along with a team of dedicated staff, the work at REACH is supported by donors and volunteers, notably including Grace Assembly of God, government agencies, community and corporate partners. Despite the challenges of the pandemic, everyone has worked together hand-in-hand, undeterred. We are grateful to them for their unwavering support.

Many unknowns exist as we move into 2022. However, we remain sure that our God is faithful, and we will continue to rely on Him to guide us and provide for us. This will certainly enable us to carry out our Vision of *Touching Hearts, Reaching Lives*.



MESSAGE FROM THE CHIEF EXECUTIVE



“ We are thankful for a wonderful and brave team of staff who have stepped up in spite of the challenges, armed with faith and hope, to go along this journey together. ”

Ho Siew Cheong
Chief Executive, REACH Community Services

The pandemic in 2021 followed that of 2020, severely disrupting lives in the Community and impacting REACH's scope in serving our clients. While 2020 caught us unprepared for the whirlwind of changes that the pandemic brought, we were better equipped to adapt programmes and activities to engage and to provide support for our service users. Still, severe restrictions continued to present challenges to our fundraising campaigns, as well as limited the effectiveness of the delivery of some of our programmes.

We are thankful for our ever-faithful God for providing us with foresight and confidence to forge new paths in territories unknown. We are also thankful for a wonderful and brave team of staff who have stepped up in spite of the challenges, armed with faith and hope, to go along this journey together. Recounting the year, I am grateful for all of them.

Initially hopeful that life was going to go back to some semblance of normalcy, the new variants of the pandemic meant that we experienced more of the same from 2020 as well as new challenges.

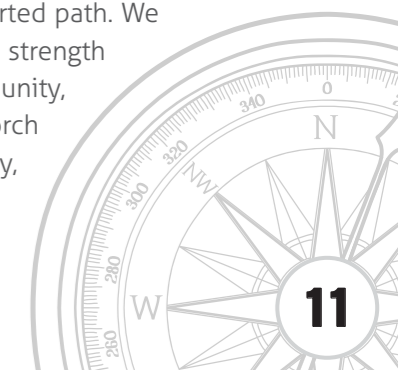
Seasoned from 2020, our staff had the tech-savviness and adaptability to provide services and programmes in a hybrid of both online and face-to-face mediums. REACH Family Service piloted a new group work programme Triple H as an online mental health support group. REACH Counselling Service continued to deliver remote online counselling as their primary medium of service delivery. REACH Youth Service conducted their Youth Mentoring Programme online and started their foray into an eSports programme. REACH

Senior Service launched their inaugural Senior's Sports Day and started to conduct online ukulele classes. When street collections were disallowed, we pivoted our Flag Day to REACH E-Flag Day, seeing an unprecedented amount of donations raised by our volunteers, who were our first ever virtual tin bearers. We are grateful to God for this outcome.

Of course, none of this would have been possible without the help of our dedicated staff, volunteers, donors, community partners, and organisations for allowing REACH to serve the Least, the Lost and the Lonely in the Community. To everyone, we owe a great deal of thanks for stepping up to make 2021 a fruitful year.

In the coming year, we will continue to creatively deploy technology to enable us to level up our engagement and service delivery. As we rely more and more on virtual platforms, we will correspondingly be strengthening our IT and network security to ensure our data security and handling procedures are robust.

Looking back, what we have achieved and received was over and above all that we could have ever hoped for. We would like to thank you for rallying alongside us on this familiar yet uncharted path. We are truly heartened by the strength and resilience of our community, and we will carry this torch to continue our journey, *Venturing in Faith*.



REACH FAMILY SERVICE



“ Venturing in Faith means stepping into the unknown and walking in obedience to follow the Call of God. ”

Sharon Ng
Head, REACH Family Service

Assuming the Head of REACH Family Service in 2021 was not only a personal Call to Venture in Faith but also having the assurance that God will journey with the service through the multiple transitions and new beginnings.

As the pandemic entered its 2nd year in 2021, staff fatigue set in as the team continued to serve service users with increasing mental health and family violence concerns while trying to adjust to the ever-changing measures. Despite staff turnover, God has been faithful - allowing us to recruit a diverse team comprising different levels of experience and expertise. With a full team, the level of support and supervision structures implemented served as a stabilising factor for staff. Efforts were also put in place to increase manpower and restructure the service to aid in managing the workload, as well as reviewing practices that balance staff well-being and work performance.

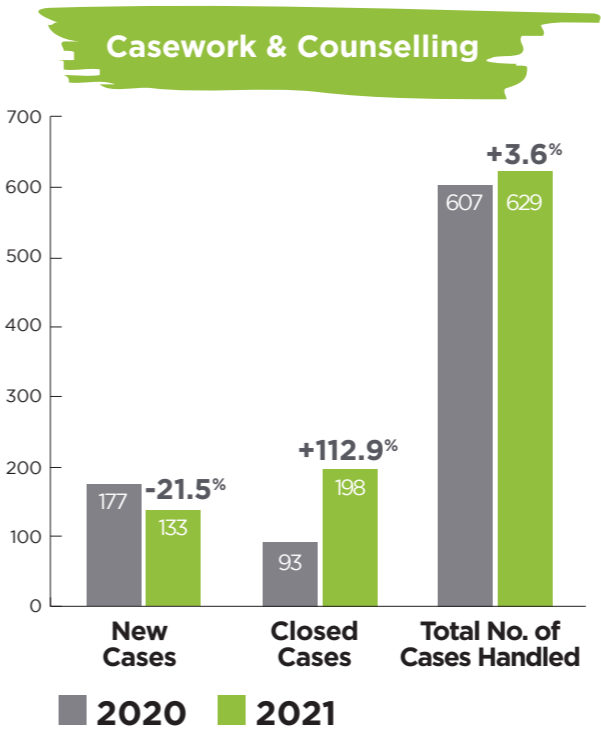
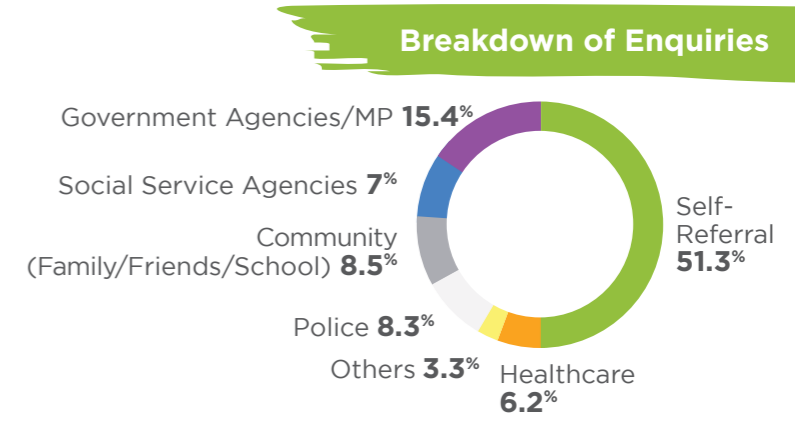
To meet the increasing mental health needs of the community, the team facilitated a group work for people with mental health issues - *Triple H*. The platform allowed participants to share stories of struggles and resilience with their mental health, allowing them to gain a new network for support. Programme Esperanza was another group work programme that was conducted online. It provided a safe and nurturing space for children from vulnerable families to learn character building skills and resiliency.

In the coming year, we will focus on enhancing professionalism and competency in our casework and programmes for children. We will also continue to ply effort into the community to build meaningful partnerships with stakeholders to establish collaborations and support systems for the good of our service users. In recognising the assets of our staff, service users, and communities, we aim to create enabling platforms to empower them to contribute to the needs of the community.

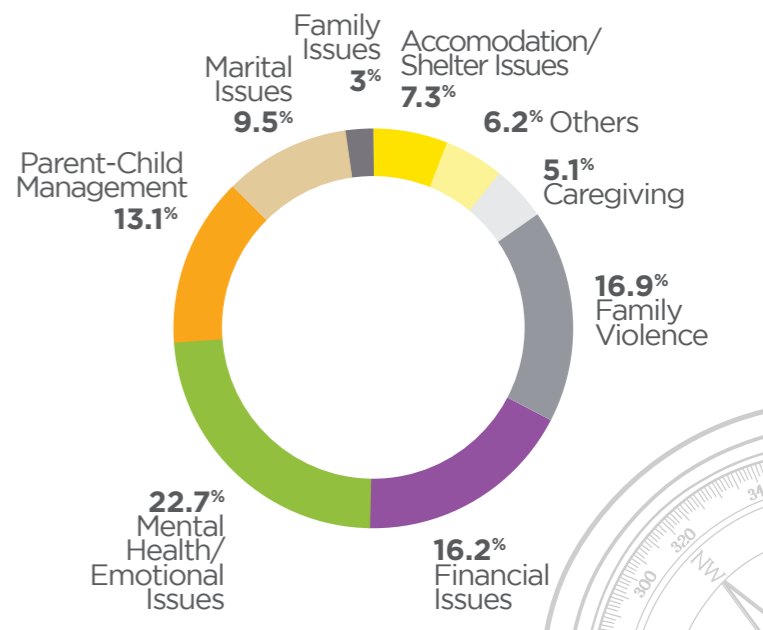
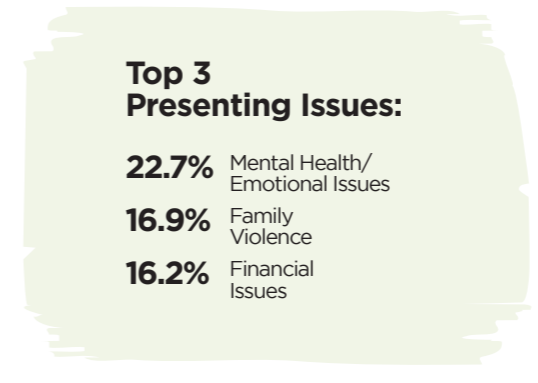
Overview Statistics



STATISTICS FOR 2021

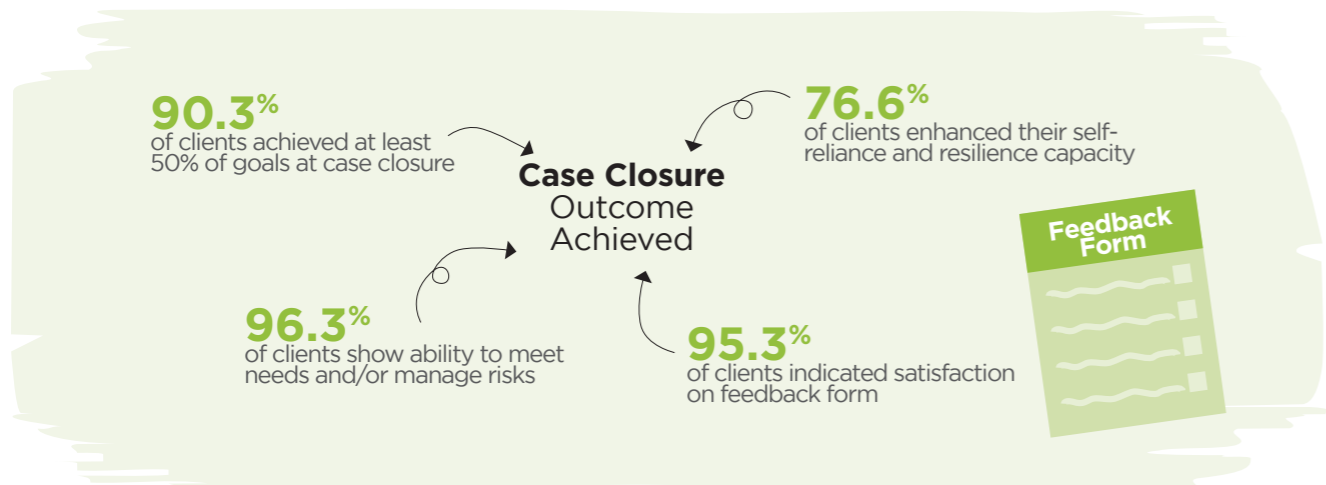
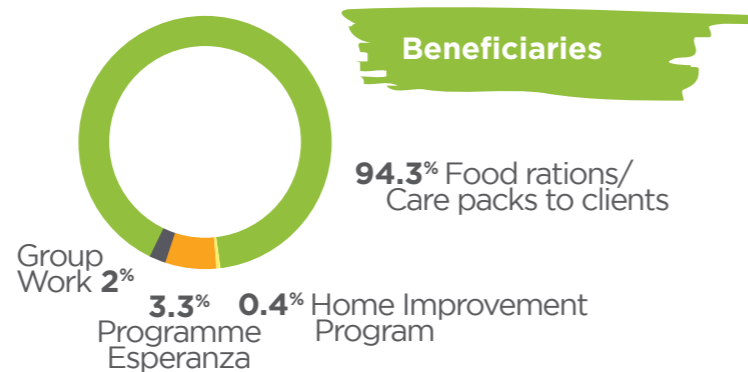


Types of Cases in 2021



Community Outreach

Aside from casework and counselling, REACH Family Service also continued to reach out to the community through Block and Festive Outreach, as well as Stakeholders Meeting and Networking Session. A total of 499 residents and stakeholders were engaged in 2021.



Programme Esperanza

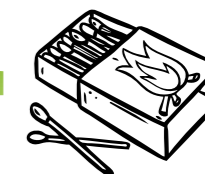
With a focus on character development, Programme Esperanza (PE) aims to support the holistic growth of school-going children aged 7-12 from low-income and multi-stressed families.



Recognising the ongoing impact that COVID-19 may have on the children, the team curated topics to help the children cultivate life skills such as stress management, managing expenses, healthy living, and emotional awareness. Together with student volunteers from Raffles Institution, the team hosted online programmes on Zoom for the children. We also held celebrations at the end of each semester to recognise both the children’s participation and the volunteers’ efforts.

Our collaboration with the student volunteers plays an essential role in the programme, contributing significantly to PE’s ongoing mentoring efforts and making the continued success of PE possible. Moving forward, the team will be refining the programme to better meet the changing needs of our beneficiaries.

SUCCESS STORY:



A Long Journey Through Darkness

Andrew Selvam was facing marital, parenting, and personal challenges when he was referred to REACH Family Service. A friendship with his female ex-classmate drove a wedge between him and his wife, consequently straining his marriage. This also affected the way he acted as a father, as he began to physically lash out against his children, in part due to the stressors of the COVID-19 pandemic.

Fortunately, Andrew was very willing to work on his issues, and was even open to taking a break from work to better himself. His social worker got to work to defuse the harm to the family and Andrew himself. He was referred to a child specialist, where Andrew learned that the best ways to discipline were not necessarily physical. He also benefitted from the regular support from his social worker

“ The sincere, heartfelt, and patient support I received helped me open up and was often a source of renewed hope each time I hit a fresh or old challenge. ”

as he reflected on his personal struggles and the struggles in restoring his relationship with his wife.

His social worker has seen the vast improvement in Andrew, who now places his family above his own needs and finds joy in the growth of others. While Andrew is still working on himself, the cracks in his marriage have started to repair themselves thanks to the effort that he has put in.

Community Engagement and Outreach

It has always been REACH Family Service’s goal to forge partnerships with our community partners so families can get the most comprehensive support possible. In 2021, we worked together with 12 community partners and agencies. One such partnership was with the team at Tan Tock Seng Hospital - Centre for Health Activation as a *CHArge Up! Partner!* to learn how to share knowledge with the community on monitoring their medical health.

To further expand our reach into the community, we also tapped on the manpower strengths of our long-term donors Cargill and volunteers from Grace Assembly of God, reaching out to 494 new families to introduce our services to them, right at their doorsteps.

While adjusting to the changing needs of the pandemic, we remained steadfast in ensuring that our clients have ready access to their necessary food rations and other daily essentials. In 2021, we distributed approximately 600 bags of food rations and provided vouchers for 7 families to refurbish their homes. We were blessed to receive a constant flow of donated items such as rations and hand sanitisers to provide for the community.



SUCCESS STORY:

Starting Life Afresh

Upon returning to Singapore after a stint of working in China, Alan had his world shattered - his wife was seeing another man while he was away. His wife had also tried to physically wrest control of their daughter away from him, but this caused significant trauma to the child who felt safe only with Alan. He was resourceful in seeking various avenues of help, especially from private child specialists who attended to his daughter's trauma, and he was eventually referred to REACH Family Service's Casework and Counselling programme by the Family Court.

After his social worker assessed the overall well-being of the family and that his daughter felt safe,



“ My social worker gave me hope and courage to re-start a new life. He kept his unwavering emotional support for me so I could stabilize my situation. ”

Alan received continued support through the journey of rebuilding his life. His social worker has also noted Alan's growth and determination to heal for his daughter, growing stronger and more resilient for her sake. With counselling, Alan has been able to maintain a clear perspective even through the legal process of separating from his wife.

Group Work - Online Support Group for Mental Wellness

Since the pandemic started, mental health has become an area of focus for REACH Family Service. The blurring of work and home spaces has resulted in the loss of social connectedness and rising stress levels, affecting the mental health of people of all ages. In 2021, REACH Family Service initiated Triple H, an online support group for our clients with mental health-related needs. This provided a community of support for our participants, bringing healing to wounded Hearts, instilling Hope for recovery, and encouraging each participant to reach out to each other with supportive Hands.

A total of 8 sessions were conducted to jump-start the support group. These sessions facilitated the sharing of stories of recovery and resilience, the discovery of internal resources, self-awareness, coping and self-care strategies, interpersonal skills, and conflict management. The support group dynamic allowed participants to gain support from one another and to learn from each other's experiences.

As a consolidation of learning, the group pooled together their creative talents to produce a curated self-care toolkit in the form of a deck of cards with fun ideas for self-care such as inventing new recipes, recording a vlog or podcast, and making oneself feel comfortable.

The group work has taken on a life of its own, as participants continue to meet monthly to do fun activities together or catchup for mutual support. A second run of group work is planned for 2022.

“ I learnt that I am not alone and there are others willing to listen. ”

“ Knowing there are people out there who care. ”

ComLink - Needs Assessment

ComLink aims to uplift families with children living in rental housing, helping them achieve Social Mobility, Self-Reliance, and Stability. ComLink was piloted at four sites since 2019 and rolled out for Bishan-Toa Payoh under a ComLink Alliance Work Group chaired by Ms Gan Siow Huang, Minister of State, Ministry of Education & Ministry of Manpower, in 2021. REACH Family Service is privileged to be part of this Work Group.



Five social workers coordinated the initial Needs Assessment phase for our Family Service Centre's boundary, covering 38 households in the Sin Ming estate from September 2021 to January 2022. This involved phone interviews and house visits to ascertain the holistic needs of these young families.

“It was a great learning experience for me. Overseeing the survey process, I learned how to prioritise tasks and improve my communication. It was humbling and inspiring for me to hear the dreams and aspirations of low-income families who are hopeful in achieving their goals.” Sandra, Social Worker

“The experience was eye-opening. My role focused on consolidating information and liaising with stakeholders. This was crucial as it laid the foundation for a smooth survey. I'm truly thankful to have great colleagues who helped me along the way with the organisation. I've also come to appreciate a new side of community work.” Rachel, Social Worker



SUCCESS STORY:

Recovering through a Safe Space

A strong and career-minded woman, Bahar runs her own social media engagement business and manages a network of female entrepreneurs. However, she started to experience symptoms of anxiety, affecting her attitude and motivation towards her future. This led to her struggling with her self-esteem and insecurities, along with her worsening relationships with her friends. She sought help and was referred to REACH Family Service back in 2017, where she has been going through casework and counselling, and has since improved through learning healthy coping mechanisms.

In 2021, Bahar started attending the Groupwork programme, giving her a safe platform to share her vulnerabilities and learnings with others experiencing similar challenges, as well as learn practical ways of coping. The nature of the support group led to friendships formed, contributing to her journey of recovery.

“ One day you'll be able to say 'I like how I am', 'I'm stronger than this'. And you'll feel proud, and an extraordinary feeling of relief will go through your veins. ”

Her social worker witnessed that Bahar has developed a better ability and capacity to consider alternative perspectives when negative thoughts intrude, allowing her to take on a balanced view towards her own life's difficulties.



SUCCESS STORY:

Taking Control and Loving Oneself

Despite being a working adult and 30 years old, Vivian faced a strained relationship with her mother as she would often control her and often made harsh criticisms of her. This invariably led to Vivian experiencing low self-esteem, affecting her sense of self-worth. This led to poor coping mechanisms, deteriorating friendships and conflicts in the workplace.

Vivian was able to recognise her problems, eventually seeking casework and counselling services at REACH Family Service. Through the help of her social worker, Vivian has been afforded a platform to learn and discuss concrete ways to grow

her self-esteem and social skills. Her social worker has seen an apparent change in Vivian's confidence as she no longer internalises the negative labels put on her. She has also acknowledged the unhealthy interactions with her mother and has been able to stand her ground and take active steps to control her emotions whenever conflicts arise.



Trainings (Professional Development)

Despite the day-to-day busyness of attending to clients, the REACH Family Service team still found the time to equip ourselves with new knowledge and skills in 2021 to better serve our clients. We invited Dr Alicia Pon, a faculty member of the National University of Singapore specialising in complex trauma and parent-child relationships, to conduct a one-day training for the team. She focused on trauma-informed care where we learnt about the signs and symptoms of trauma, the components of trauma-informed intervention, and somatic tools for understanding and dealing with traumatic symptoms. Since several of our clients have gone through trauma at some point of time in their lives (e.g., in the form of family violence, childhood trauma, or relational trauma), it is important for the social workers to recognize these signs and attend to our clients adequately to help them find stability once again.

“ The training had expanded my understanding of trauma to include developmental trauma – how longstanding emotional abuse or neglect can also work into the belief system of the person and overwhelm them over time. ”

“ Learning about the somatic tools helped enhance my repertoire of interventions to help my clients to calm down even when they have difficulties verbalising their thoughts or feelings. ”

SUCCESS STORY:

Healing with Support

During the COVID-19 Pandemic, Sheikh started experiencing panic attack episodes due to various triggers like having to leave the house and being in crowds. Sheikh's mental health took a toll on his physical health since his anxiety led him to develop bad sleeping habits. Apart from that, his family was not able to fully empathise with his struggles with anxiety.

Nevertheless, his girlfriend was supportive and recommended he see a psychiatrist, whom he still sees for his prescription medications. He was also referred to REACH Family Service for Casework and the Triple H programme. His social worker, Rachel, lent him a listening ear for the struggles and anxieties that his family didn't acknowledge. Through the Triple H programme's support group, Sheikh was provided with a safe platform to know that he's

not alone in his mental struggles. It has also helped to broaden his perspectives on mental health.

Sheikh has been making progress, taking small steps to get out of the house and into areas outside his comfort zone. His social worker has seen the perseverance and growth that Sheikh has shown and is confident of what is to come.



“ A listening ear from my caseworker provides me with a glimmer of hope in my recovery journey. ”



REACH COUNSELLING SERVICE



“ Venturing in Faith means taking a leap into something that is not fully known or clear, yet doing so because you know the importance of it. ”

Ronald Lim
Head, REACH Counselling Service

2021 was yet another year fraught with COVID-19, bringing a continuation of different Safe Management Measures, throwing us into different protocols ever so often. While this applied to us as citizens, it also affected us as a counselling service - whether we could see clients face-to-face (F2F) or only be allowed to have online remote counselling. We also had to deal with our service users' expectations and had to appease them at times, especially for those who were adamant about wanting F2F sessions. In spite of the challenges, we persevered together as a service to ensure the smooth delivery of our services to the community.

While trying to anticipate changes, we continued to build on what we were familiar with from 2020 and went by faith that things would improve over time.

Thankfully, we were still able to meet the needs of our service users even while we met them remotely. Because we had gotten used to remote counselling, our service users were also more receptive to it, and we were able to still have a high volume of counselling sessions in 2021.

As we continue to grapple with the changes of the pandemic, we will look out for the mental health of our people - both service users and ourselves. As we continue the hybrid of working from home and in the office, the boundaries between living and workspaces get blurred and new stressors from the pandemic may manifest. We have to look towards taking care of the mental health needs of the community. The future may be uncertain, but it is also exciting to know that we can press on to meet the needs of our community; to help one another so that they too can help others along the way.

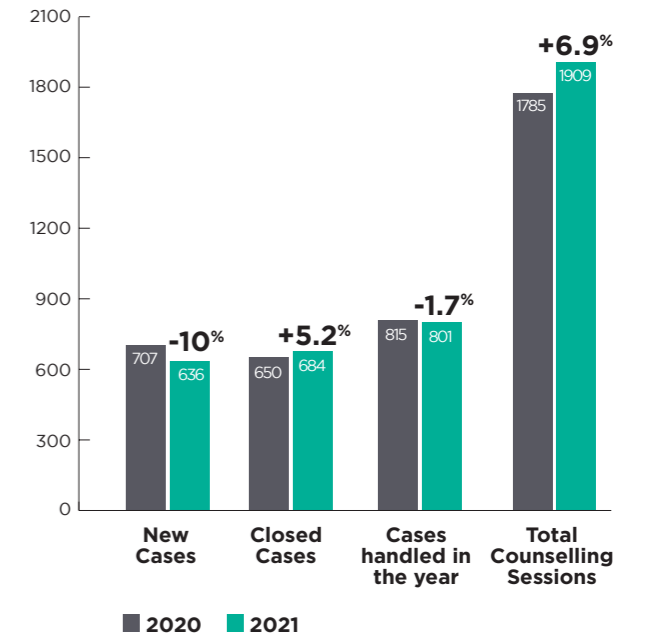
Overview Statistics



STATISTICS FOR 2021

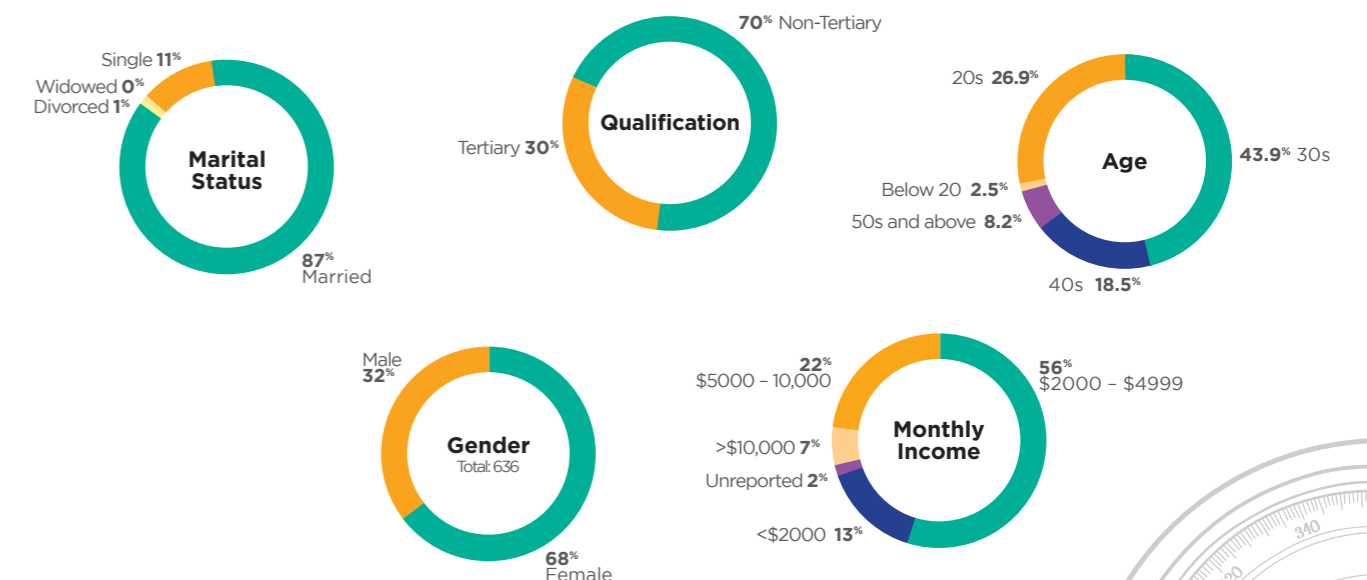
Counselling

In comparison to 2020, 2021 had not been an easier journey for REACH Counselling Service. With the pandemic continuing, remote online counselling remained the primary mode of service delivery. While the number of new cases had reduced by 10% in 2021 (636) as compared to 2020, the total number of counselling sessions had increased to 1909, which is 6.9% higher than in 2020, evidenced by clients seeking more sessions for professional assistance. Despite challenging circumstances, and our team of counsellors battling with online fatigue themselves, remote online counselling retained the same effectiveness as F2F sessions.



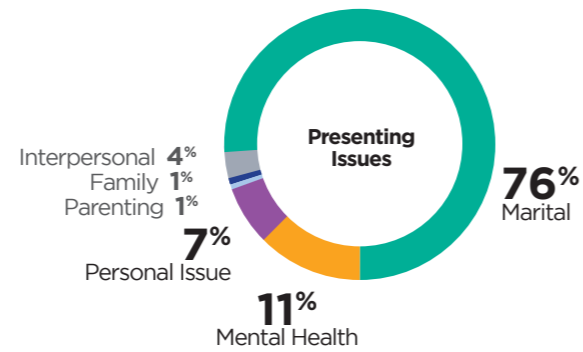
New Cases: **636 / -10%**
 Closed Cases: **684 / +5.2%**
 Cases handled in the year: **801 / -1.7%**
 Total Counselling Sessions: **1909 / +6.9%**

Demographics



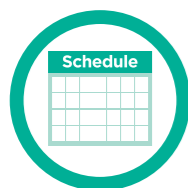
Top Presenting Issues

Marital Relationship remained the largest issue that clients sought help for, followed by Mental Health issues related to stress, anxiety, depression, or anger. Other presenting problems remained in relatively similar proportion to 2020.



Quantitative Feedback

Our remote online counselling managed to retain the same effectiveness as face-to-face sessions, with a 1% increase from 2020 in both counselling efficiency and scheduling of appointments.



98% agree that their appointments are being scheduled in a timely manner



97% agree our counsellors are knowledgeable



92% agree our overall counselling is effective.

*Rated 4 and above (4 being Agree & 5 being Strongly Agree)

Qualitative Feedback

“ The experience with my counsellor has been an eye-opening and positive one. She helped me to better compartmentalize and identify many key & deep-rooted issues that I never realised had such a long-lasting effect and how it has shaped my perspective throughout the years. ”

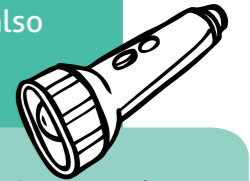
“ My counsellor is very calm and understanding. She makes me feel relaxed and at ease, which lets me express myself without any feelings of awkwardness. ”

“ My counsellor gives thought-provoking cues that made me see things from a different perspective, enabling me to come around in my thinking without circling around my own thoughts. ”



Qualitative Feedback

“ My counsellor is a perfect example of what an empathetic counsellor should be. Not only is she knowledgeable and compassionate, but she also gives positive affirmations on managing emotions and the mind. ”



“ My counsellor is very sensitive towards my emotions. She knew when to stop when the counselling session became too intense, and she gave constructive suggestions on ways to improve or solve any given situation. ”

“ My counsellor’s patience and insights were very helpful in helping me to navigate situations and see them through the lenses of those around me. Her weekly challenges encourage me to step out of my comfort zone. ”

SUCCESS STORY:

From Confusion to Determination

Martha grew up in a hostile home environment where incidents of family violence were not uncommon, resulting in her poor relationship with her siblings. She started displaying symptoms of anxiety and suicidal tendencies in her growing-up days. Unfortunately, this affected both her performance at work and her relationship with her husband. She was triggered into panic attacks whenever she had to deal with family violence cases at work.

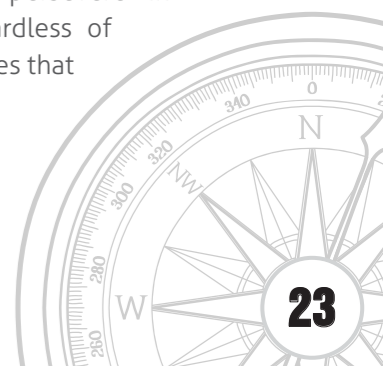


Fortunately, she made the decision to seek help and Martha came to REACH Counselling to better her situation. Counselling provided her with a safe space to share her mental

“ I want to say thank you very much to my counsellor. I couldn’t have been better without you. ”

health struggles and her counsellor became a source of support, better equipping her with skills to process her thoughts. Her counsellor also encouraged her to seek medical support with necessary interventions.

Since attending counselling, there has been a marked change in Martha’s mood, and she has developed a happier disposition. Martha has also picked up skills in self-awareness in identifying her triggers and symptoms to better manage her emotions, displaying resilience in overcoming her issues. Martha continues to persevere in working on her troubles, regardless of the circumstances and challenges that she faces.





Syariah Court Marriage Counselling Programme

Counselling has been a part of Syariah Court’s divorce proceedings since 1955. REACH Counselling Service has had the privilege to collaborate in this significant marriage milestone that provides hope to struggling Muslim couples. Our Marriage Counselling Programme (MCP) provides distressed couples with a safe space and neutral platform to discuss their marital concerns, assuring couples that they need not fight universal marriage woes alone. This platform serves as an important buffer to help anxious and confused couples to be fully aware of the impact of deciding to divorce, which ought to be the last resort.

Entering 2021, COVID-19 SMM continued to plague stressful couples with proximity conflicts, resulting in communication breakdowns and rifts in the marriage. To ensure safety, remote online counselling remained the main mode of these sessions. Counselling minimises the damaging impact of the marital crises on affected couples and their children. Through the MCP, REACH counsellors helped couples save their marriages. When a divorce was unavoidable, counsellors assisted couples to settle the divorce amicably. Where necessary, counsellors helped couples to access other forms of support from other agencies. Overall, there was a 3% decrease in 2021 with a total number of 472 cases and 1,154 MCP sessions conducted.

SUCCESS STORY:

Finding Oneself and the Restoration of a Marriage

After getting married in 2020, Madam Yannie started experiencing difficulties in her marriage. This was both her and her husband’s 2nd marriage, with Madam Yannie bringing 2 sons from her first marriage and her husband, 3 sons from his. The first 3 months of marriage were wonderful until her husband started turning to vices such as doing drugs at home, chatting with other women, raising his voice at her, and leaving the parenting of the 5 children to her.

After multiple attempts to resolve the situation herself, she gave him an ultimatum to resolve his issues within a year - but he didn’t improve. Feeling helpless and deflated, she sought help from Syariah Court and was referred to REACH Counselling Service for Marriage Counselling. During the sessions, her counsellor posed her questions for self-reflection, allowing her to re-focus on her priorities. She also became stronger in her faith, giving her the courage to ask for a divorce and sharing this with her husband’s family.

“ When you acknowledge your strengths and weaknesses, you will never lose. ”



With Madam Yannie putting her foot down and a divorce looming, her husband turned a corner and started to mend his ways, stopping his vices and investing more time and effort into the family. The consistency in his changes resulted in her family accepting him once again. Since then, her counsellor noted a visible change in her demeanour to a more confident and happier one. Madam Yannie had also found peace and strength within herself and looks forward to her relationship with hope, as the couple continues mending their marriage.

SUCCESS STORY:

Healing from Trauma

A young working adult in the workforce, Kate decided to seek counselling to overcome her past trauma. As it turns out, Kate had experienced sexual abuse in her teenage years, silently suffering the brunt of the trauma for over a decade. The perpetrator - her female cousin, who was 10 to 12 years older than her. Kate had been coping by tolerating the mixed emotions she feels from the trauma, along with rationalisation and covering herself up as a form of protection.



Through counselling, Kate learned that the underlying emotions attached to the past traumatic incident comprised largely of disappointment, as she didn’t feel supported by her father when the abuse occurred. Whenever

“ The counselling session really helped me in feeling better. My counsellor made me feel comfortable as well, and it felt like I lost a friend on our last session. ”

she argued with her dad, she was triggered into remembering her past trauma of being sexually harassed.

Her counsellor has noticed that Kate has gained the ability to manage the trauma instead of being overwhelmed by it. Through acknowledging and accepting the incident, Kate can deal with her emotions better as she moves past the incident, with a more positive outlook towards the future.

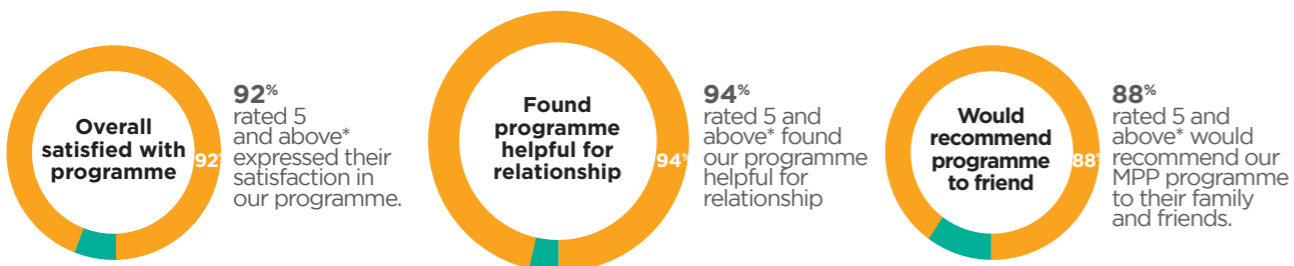
Marriage Preparation Programme

Since 2010, REACH Counselling has been working with the Ministry of Social & Family Development (MSF) in educating and preparing couples for their new adventure as One in their next stage of life - marriage. For the past 12 years, REACH Counselling Service’s *One, Two, Three or Six? Marriage Preparation Programme (MPP)* has been reaching out to hundreds of couples aged 21 years old and above from different races and backgrounds. REACH Counselling Service is determined to equip couples to build a firm foundation for their marriage.

Despite the several changes in COVID-19 SMM and the uncertainty of the pandemic, REACH Counselling received more than double of the MPP registrations in 2021; with an increasing trend of couples attending MPP online. In our MPP, we cover a wide range of topics such as communication, managing conflicts, and tips to look out for in building a harmonious relationship with in-laws. Couples are equipped not just with knowledge and concepts, but also practical steps and skills. A total of 30 couples successfully completed our MPP programme, via both online and face-to-face sessions.



Feedback from Participants



*1 being Strongly Disagree and 7 being Strongly Agree

Qualitative Feedback

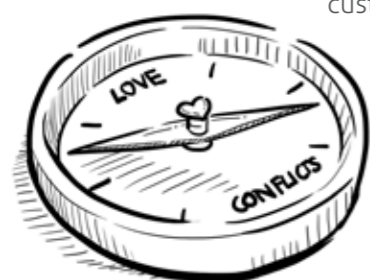
“ Conducting the sessions over Zoom was good. We appreciate the real-life stories shared by the counsellor who also made it a point to ask my partner and me to share our own views on the topics at hand and highlighted useful tips for us to reconcile our differing views. They were able to contextualise the teaching materials and drew relevance to our unique family background, relationship dynamics, and marriage goals. ”

“ The couple discussion was a good platform to be open and understand one another. ”

“ Thank you for your help in guiding us through the many sessions, it was very informative and helped to set our minds at ease as we moved from being engaged to newly married. ”

Navigating Differences

Both pursuing their careers in Law, Tim and Sue found each other and soon decided to get married. However, this wasn't a straightforward marriage. Tim, aged 40, had been previously married, taking custody of his 8-year-old child. Naturally, Sue, aged 37, was worried not only about being a wife but also about taking on the role



of a stepmother. Moreover, they came from vastly different family constellations - Tim coming from a relatively distant family, whereas Sue was very enmeshed with hers.

After hearing of its benefits, they decided to attend REACH Counselling's Marriage Preparation Programme. Having attended the Group sessions, the couple thought it would be best to seek marital counselling to better understand their relationship.

External Engagements

2021 remained a challenging year as the team straddled between online training engagement and the possibility of reverting to physical workshops. But even amid the constantly changing circumstances, our team of counsellors took these in stride and conducted several trainings and workshops for external organisations and institutions.

Our counsellors were engaged for trainings such as How to Recognise and Help Students in Distress organized by the Ministry of Education (MOE) for their Pastoral team, lunchtime webinars for employees from Jardine Cycle & Carriage on Managing Stress before Slipping into Depression and Anxiety, as well as parenting skills like Communicating with Teenagers to name a few.

With the rising concern on mental health, Marymount Community Club invited REACH Counselling to share on mental health awareness (Managing Stress vs. Slipping into Depression). Grace Assembly of God also invited us as a panellist to provide insights and advice on mental health for youths. We also again had the opportunity to share about Counselling as a career to aspiring students of Eunoia Junior College during their Careers, Higher Education and Scholarships (CSH) fair.

Despite the pandemic continuing, it has been an eventful year for our counsellors as the recognition of the importance of mental health increases in the community. Our counsellors will continue honing their skills and expertise to support this rising need for need through educational talks, trainings, and counselling sessions.



SUCCESS STORY:

“ The individual session was immensely helpful for Tim and me in navigating our marriage. Thank you! ”

The programmes featured intervention and the resolution of marital conflicts and issues, helping Tim and Sue gain deeper insight into the relationship dynamics of couples. The sessions brought about a new level of awareness for them, and they now desire to develop more positive behaviours to continue sustaining their relationship. They ultimately seek to use what they've learnt to work on building a happy marriage with one another.



HOPE Mentoring Scheme

The Home Ownership Plus Education (HOPE) scheme is an initiative by the Ministry of Social and Family Development (MSF) to enhance families' socio-economically through training, education, and employment.

REACH Community Services is one of the several appointed agencies in Singapore to provide the mentoring programme, aligned with the vision of this scheme for young, low-income parents who want to keep a small family unit. Through this scheme, families receive regular mentoring support, housing, education, and employment incentives to help them attain financial literacy and lifelong autonomy.

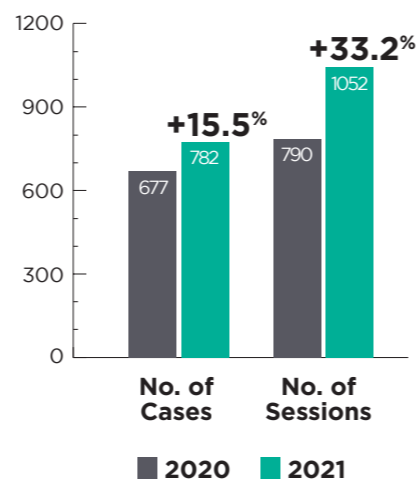
As the pandemic continued, our committed mentors braved through many obstacles to conduct bi-annual

mentoring sessions with their mentees via phone calls, video calls and/or Zoom sessions.

Despite the challenges throughout the year, our mentors managed to conduct 1052 mentoring sessions, with a total of 782 cases. The pandemic had rendered many activities unsafe, but thankfully it did not stop us from blessing our mentees through festive occasions.

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

1. COVID-19 Relief Fund 2021 financial assistance by Ngee Ann Kongsi and Kong Meng San
2. SINDA's Deepavali Festive vouchers
3. Groceries providence by YMCA
4. Mooncakes from Bathworld Pte Ltd
5. Gift for a Reason 2021 by SAFRA Toa Payoh



SUCCESS STORY:

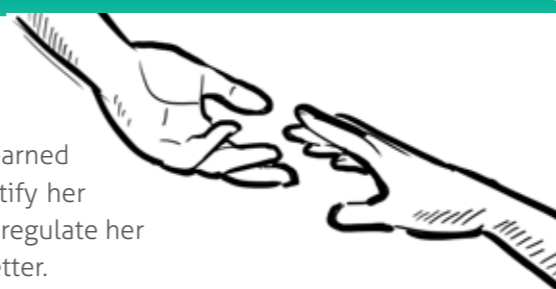
Dealing with Grief and Closure

Retired and widowed, Sandra was 60 when she started to experience feelings of stress, anxiety, depression, and anger. Left to her own devices, she could not cope with these emotions. Eventually, she decided to seek professional help, where she found REACH Counselling.

With the help from her counsellor, Sandra was able to address her deep-seated grievances which stemmed from the past trauma, loneliness, and turmoil that overcame her after her late husband passed on.

She also learned how to identify her triggers and regulate her emotions better.

Her counsellor is extremely delighted in her development in self-awareness, with Sandra acknowledging her internal experiences that have snowballed since she was married. Consequently, Sandra feels validated, and she is now more relaxed and restored after gaining her much-needed closure.



SUCCESS STORY:

Love Will Make a Way

Hailing from China, Mdm Chen came to Singapore in the 90s at 18 to be married. It was not long before she had a child and became a homemaker to her husband. In 2012, her husband was unfortunately retrenched and did not want to find employment. To support her family, Mdm Chen took on part-time work as a cleaner while her husband sat idly by and even had to take on 2 jobs when times were rough.

Yet, thanks to Mdm Chen having been a beneficiary under the HOPE Scheme since 2007, she had help along the way. As she made the decision to divorce her husband, Mdm Chen was overcome with fear and anxiety. Her counsellor listened to her troubles and recommended she join a support group. The group dynamic lent more support to Mdm Chen, letting her know that her anxiety and concerns were normal and not unfounded. The counselling and support group sessions gave Mdm Chen strong emotional support.

Her counsellor has observed a good improvement in her attitude. She's become less worried since she feels less lonely and is determined to achieve her



“ With a sincere heart, I would like to say thank you to my mentor for spending her valuable time with me in mentoring & counselling. She provides emotional support to me and lend me a listening ear about my anxiety, fear and stress. ”

goal. Since finalising her divorce, Mdm Chen has also achieved her goal of owning her own flat! With this renewed motivation, Mdm Chen is currently focusing on her work to service the housing loan for this flat.

HOPE Support Group

The prolonged COVID-19 pandemic has increased unemployment, reduced livelihoods, and threatened the food security of many families. To alleviate the situation, Hope Support Group has conducted a total of 3 online workshops in 2021 to empower needy families to better manage their finances, their emotions, and to interact with their children effectively, while providing opportunities for them to learn from and connect with others facing similar situations.

Through the workshops, the attendees picked up new skills and useful tips, gaining a positive outlook

on life, in addition to exploring options for greater optimism and tenacity.



REACH YOUTH SERVICE



“ Venturing in Faith is akin to Joshua 3:8. The path will be revealed when we step boldly into the challenges presented.

Derrick Lau
Deputy Head, REACH Youth Service



2021 was another year of hope and anticipation. Our team had undoubtedly become more resilient and creative in tackling the limitations caused by the pandemic. Despite personal challenges, it was touching to witness team members going beyond their call of duty. Thankfully, everyone was encouraged by the gradual relaxation of safety measures. It was reassuring to meet clients face-to-face again.

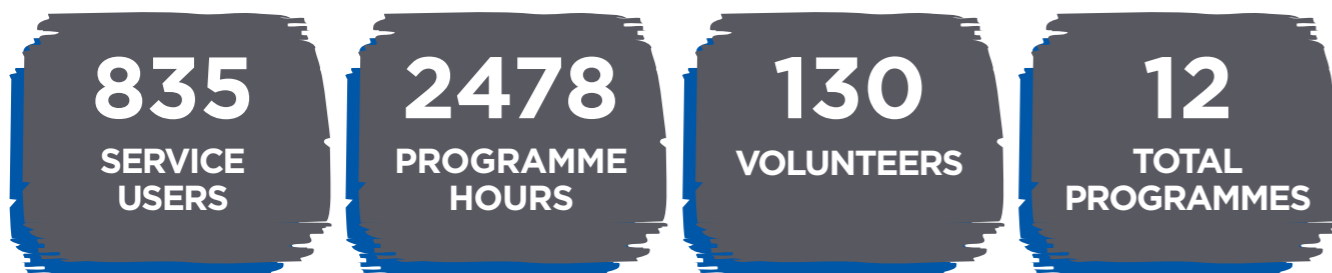
and we started conducting physical group work with institutions again.

2021 was also the year our fundraising efforts went fully online. With God’s grace, the result went beyond our expectations. It has been a privilege to be able to provide a better sense of stability for the young people and their families.

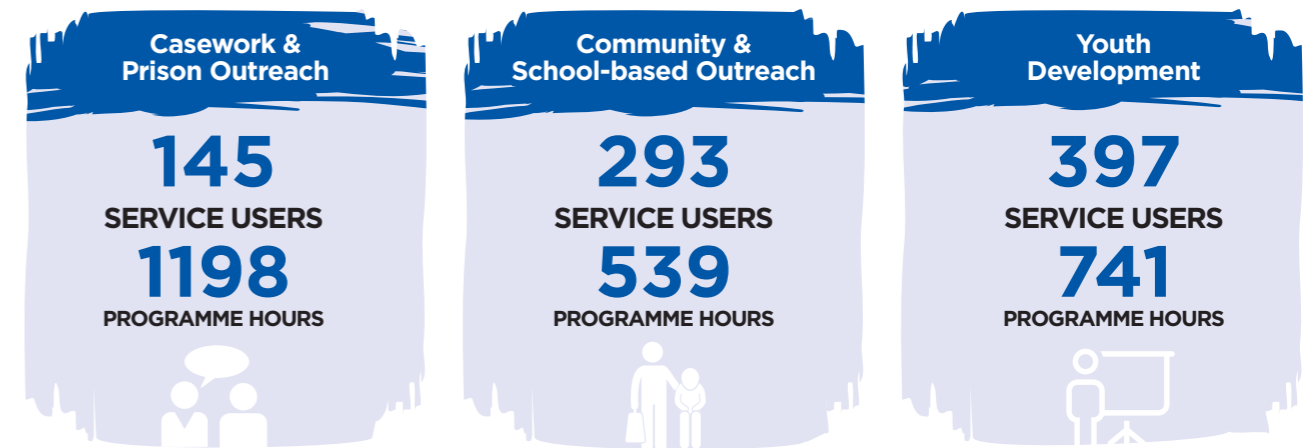
While the pandemic deepened the challenges faced by our youth, our team followed suit to serve them better. At our home ground in Bukit Batok, we increased our outreach activities together with stakeholders to soften the impact brought upon by the pandemic. Our rehabilitation work reached its peak in numbers,

Looking back, I am grateful our team remained rooted in our mission to build a society that believes in the goodness and strength of every youth. We will stay true to our mission and work hard to represent the character of Christ as we continue to serve in 2022.

Overview Statistics



STATISTICS FOR 2021



Total **\$32,705** disbursed to help **62** Low-income beneficiaries

Youth Mentoring Programme

With Grace Assembly of God as its sponsor, the REACH Youth Mentoring Programme 2021, Confidence with a heART, provided interest-based platforms in the Sports and Arts to provide mentoring sessions for under-resourced youths in the Hong Kah North community. The programme also provided Educational Aid in the form of bursaries.

With mentors playing the role of positive adult figures, the youth mentees picked up useful skills and knowledge that helped them in their socio-emotional well-being, gearing them towards using their strengths to pursue their self-directed goals. REACH Youth Service is thankful to have been able to provide the opportunities and resources for its beneficiaries to achieve greater things for themselves and the community.

With Dr Amy Khor, Senior Minister of State, Ministry of Sustainability and the Environment & Ministry of Transport as our guest-of-honour, the programme kicked off in January with an Opening Ceremony, welcoming over 50 mentees and 30 volunteer mentors. In 2021, we focused on increasing the youths’ confidence and connectedness through the Arts. The mentors imparted their skills and heart to the mentees through interest-based teaching and facilitation in areas such as Baking, Hospitality, Creative Arts, and Music. The mentors also listened to their concerns, amidst another stressful pandemic year.



SUCCESS STORY:

Taking the Small Steps

Coming from a low-income household with divorced parents, Jeremy found it difficult to share his problems with his friends and family, resorting to keeping his problems to himself. At 13, Jeremy felt that he would be a burden to those around him. At home, he felt the need to be a dutiful child to his parents by trying to excel in his studies and helping with the chores, all to receive love from them.

Residing in the vicinity of the REACH Youth Powerhouse, Jeremy found the REACH Youth Mentoring Programme and Drop-in programmes. Through the mentoring programme, Jeremy was assigned a mentor to check in on his well-being and development on a monthly basis. REACH Youth

“ Thank you, mentors and staff, for creating a safe space for me to share and be myself. ”

Service’s youth workers in charge of the programme also met with him to learn more about his background and helped him process the emotions he was facing. With the help of a supportive community, Jeremy feels safer and encouraged. While he’s still growing in confidence, Jeremy has learned how to better express his thoughts and emotions more clearly to those around him.

B.X.M. Sports

Comprising of Boomers, Gen X and Millennials, B.X.M Sports is an intergenerational after-school sports engagement programme that helps youths develop new skills and build connections with peers and adults, in the Hong Kah North vicinity. The programme aims to boost the youths’ confidence and competency in sports, as well as bring about opportunities that nurture them to be leaders.

2021 saw our sports platforms gaining support from our newly formed partnership with SportSG and our continued collaboration with the Singapore Dragon Boat Association. Through our various sports platforms such as Functional Fitness, Esports, Football, Mixed Martial Arts, and Dragon Boat, we successfully conducted a total of 209 sessions through both



face-to-face and online means. 235 youths were engaged through our sports programmes, despite COVID-19 SMM.

With the goal of having youths engaged in active and healthy lifestyles while building community connectedness, we will continue to enhance their strengths to develop them as strong and independent individuals.



Youth Rehabilitation - Post-Care Work

Post-Care Support Service for Singapore Boys’ Home

REACH Youth Service is privileged to have been appointed to run the Post-Care Support Service for the Singapore Boys’ Home. A Ministry of Social and Family Development initiative, the Post-Care Support Service aims to sustain and reinforce the work done during the youths’ residential period and support their reintegration process after discharge.

With experience from the initial phase, the REACH Youth Service team can better understand and appreciate the challenges faced by youths and is now better equipped. The number of post-care workers has also increased to reduce the caseload. On top of that, a greater emphasis on the practice of the Solution Focused Approach has proven to be effective in engaging youths and in improving the overall wellness of the workers.



We are deeply encouraged by the progress made so far. The knowledge gained and the friendships forged are priceless. We are humbled to be part of this initiative and will continue to strive as stewards in this journey to help youths remain meaningfully engaged and empowering them to transform their lives and reach their potential.

SUCCESS STORY:

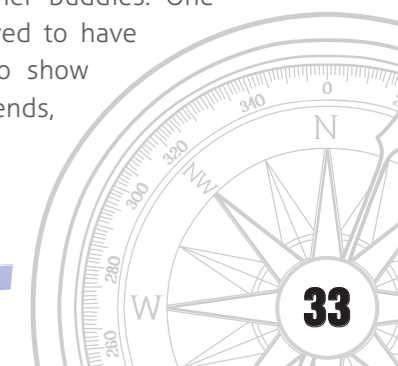
Finding Strength in Sports

Shadrina was part bored and part curious when she decided to join a Mixed Martial Arts (MMA) programme at REACH Youth Powerhouse in October 2020 with two of her friends. Her teacher had informed her of the programme, and her interest was certainly piqued.

Fast forward to 2021 - she’s become a regular in the programme. Apart from MMA, she’s also being guided for her personal development through coaching at REACH Youth Service. Through these sessions, she has learned more about setting SMART goals to achieve her set targets, as well as various coping techniques to apply when faced with stress. Additionally, she generally enjoys having insightful conversations with mature adults who are positive influences on her during these sessions.



Shadrina has found that she has gained more confidence and gets excited when she gets to spar with her teammates. She likes that she gets to make new friends from the community and learn new things from the coach and her buddies. One strength that she was observed to have developed was her ability to show empathy and care to her friends, both in school and at REACH.



SUCCESS STORY:

An Angel on My Shoulder

Despite coming from a middle-class background and being well-supported by a loving family, Simon turned to a life of mischief. He was involved in petty crimes in his teens and dabbled in drugs, which eventually landed him in trouble. Simon took performance-enhancing drugs, which stemmed from his competitive nature and feeling the need to excel in everything he did. Furthermore, the side effects resulted him in having a more aggressive behaviour.

Fortunately, he was referred by an institution to REACH Youth Service, where he was enrolled in the REACH Youth Rehabilitation Programme. He was assigned a mentor who connects with him, checking in on him and keeping him in the right direction. Simon enjoys the conversations with his mentor and feels thankful for the support, knowing that there are people willing to journey with him. He has also mended and built better relationships with his family members, who have been extremely supportive of his road to recovery.

“ I’m very thankful for my mentor who always showers me words of encouragement and sees my efforts in working towards my goals. ”



Youth Rehabilitation - Long Service Award

REACH Youth Service has been involved in the rehabilitation work with young offenders in partnership with the Singapore Prison Service since 2017. With a community resource of 19 dedicated volunteers, the team is involved in group work, befriending, and case management services.



For the third year running since 2019, REACH Youth Service’s efforts to support rehabilitation were recognised during the

annual *Singapore Prison Service Volunteers Awards Ceremony* in 2021, where REACH Youth Service was presented with a token of appreciation. To top it off, 5 of our volunteers also received their 3 years Long Service Awards for their contributions to befriending programme.

Filled with the passion and desire to build a society that believes in the goodness and strengths of our youths, REACH Youth Service will continue to devote ourselves in love and continue journeying with our young offenders, from in-care to aftercare and beyond.

Youth Powerhouse Drop-in

In 2021, REACH Youth Powerhouse continued providing its Drop-in service from 2 to 4 pm on weekdays, engaging a total of about 220 youths throughout the year. The Drop-in provided a safe and conducive space in the centre for youths to hang out during after-school hours. Activities such as educational board games and card games, as well as foosball and pool are used to keep youths positively engaged, alongside the volunteers and staff-on-duty. Youths could speak to staff and volunteers if they needed a listening ear and referrals were made to other programmes and services provided by REACH Youth Service.



During periods when the centre was closed due to COVID-19 SMM, we pivoted to an online Drop-in service for youths to interact with and speak to staff via Zoom if needed.

The Drop-in continues to keep youths engaged with positive role models and provides a platform for youths to de-stress and build friendships after school hours. To build their character, values like respect and responsibility were also constantly ingrained in the youths by youth workers at the centre.



SUCCESS STORY:

Climbing Up the Right Ladder

Eddy has never met his mother and was singlehandedly brought up by his father. Without a stable family unit, he fell to bad influences and a life of crime until he was arrested at 18 and put into an institution.

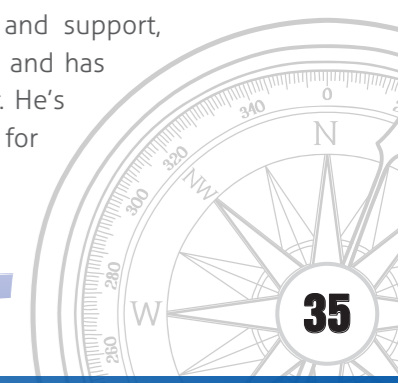
Thankfully, he was referred to REACH Youth Service where he was enrolled in the Rehabilitation Programme, and he requested a befriender to listen to his struggles. With his father losing his eyesight, Eddy felt the pressure to take care of his family’s finances. However, this proved difficult with his primary school qualifications, and eventually, Eddy turned to crime again and reoffended.

Despite reoffending, his befriender did not give up on him and continued giving him moral support, believing in the good in Eddy’s heart. This



encouraged Eddy to do better each time he faced new challenges. His befriender also helped him find suitable employment opportunities, despite his background.

Backed with encouragement and support, Eddy has gained employment and has been taking care of his father. He’s even become a role model for change to his close friends!



SUCCESS STORY:

A Safe Space to be

As a 16-year-old student, Jake was a rather timid boy who found it difficult to make friends and struggled with social situations. He found it a challenge to articulate himself, which led him to feeling misunderstood and isolated, greatly affecting his confidence.

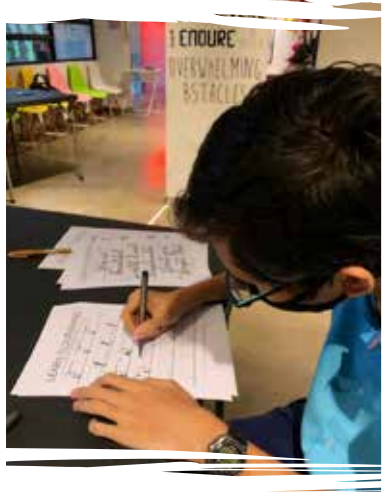
Thankfully, he stayed in the neighbourhood of REACH Youth Powerhouse and was invited to the centre's Drop-in sessions to learn about the programmes.

He made the effort to speak to staff and volunteers to make new friends. After a couple of Drop-in sessions and building new friendships, he joined the Baking programme. The Baking programme instilled a new sense of confidence in him as he had accomplished something new. He then joined the Art programme

“ I hope that REACH Youth Service has more programmes for us, and I hope that youths will spread the word about the activities here and bring more friends. ”

which helped him in expressing his creativity and emotions, as well as helping him to relieve stress from school.

Being in REACH Youth Service's programmes has allowed Jake to find a community that cares about him and his personal growth. He's been able to be more open in sharing his struggles, thoughts, and emotions with the staff and his newfound friends.



REACH SENIOR SERVICE



“ *Venturing in Faith* for me means taking on new challenges, not because they offer any benefits, but because it is the right thing to do.

Gareth Huang
Head, REACH Senior Service

2021 started off with optimism thinking we were out of the woods - until more COVID-19 variants started to emerge. Despite a hopeful start to 2021, the pandemic persisted, causing activities in the senior centres to be subdued. The fear of having to close our senior centres due to exposure to the virus continued to loom over us. Thankfully, our centres remained open throughout the year, with all our staff and seniors were protected from serious illness.

to roll out programmes online throughout 2021 with greater ease. This allowed us to continue service delivery to seniors in any event where we had to close our centres. When the situation allowed, we also conducted physical programmes and events to keep our seniors socially engaged.

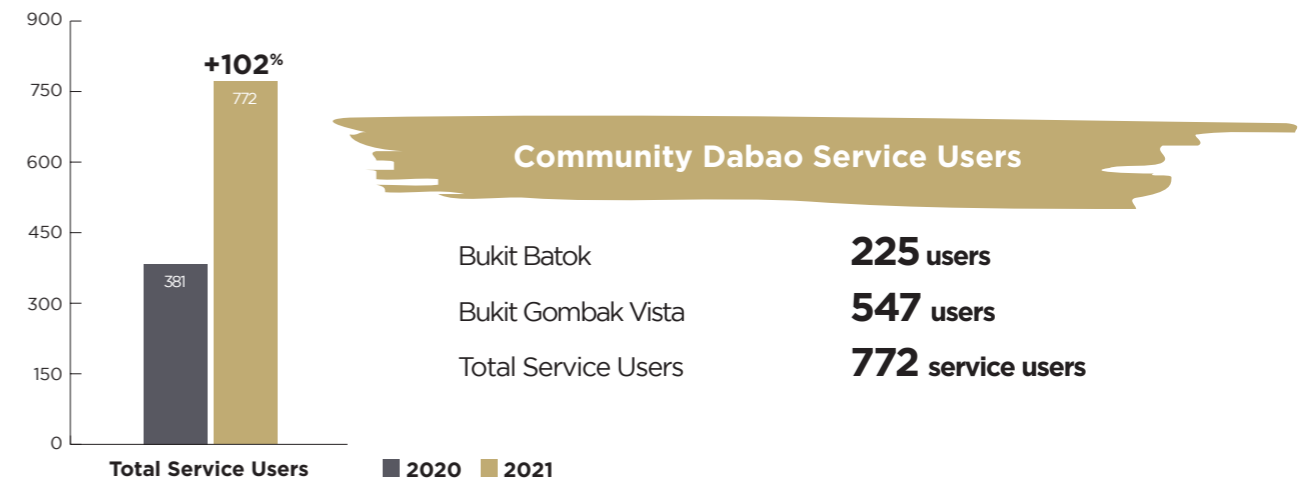
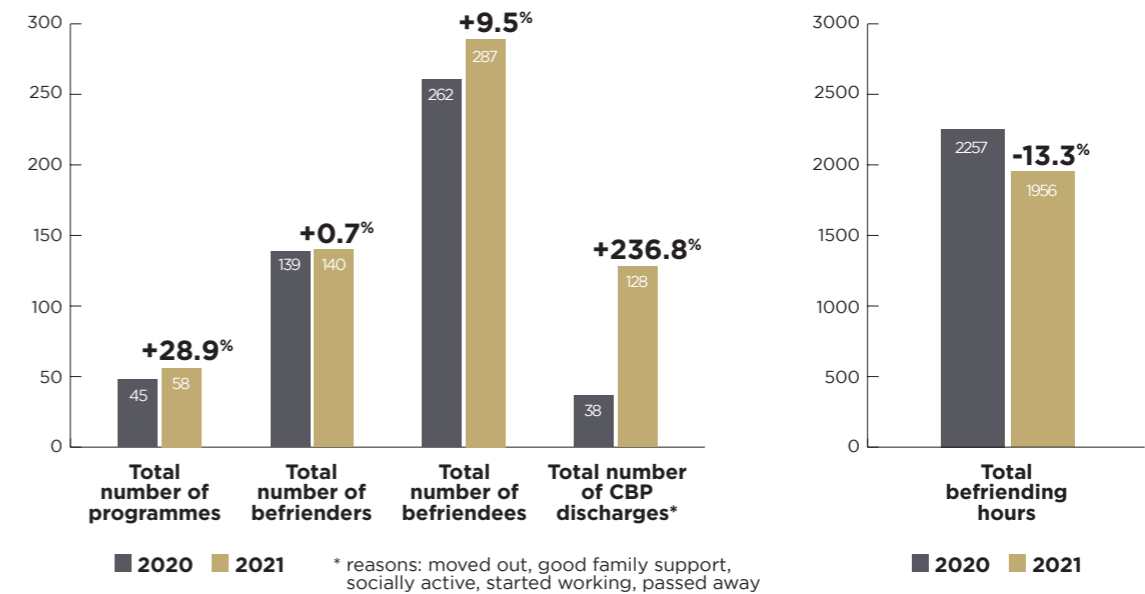
2021 also helped us understand what *Venturing in Faith* means. REACH started online streaming in 2020 to cope with the Circuit Breaker and Phase II restrictions as a temporary measure. However, our desire to do well and be faithful meant that we were able to continue

It was also in 2021 that REACH Senior Service realised the need to go beyond looking after the psychosocial needs of our seniors, and to look into meeting the physical care needs of our seniors as well. We hold faith that if we continue to focus on the needs of others, God will provide the means to forge a new path, and hopefully, 2022 will see REACH Senior Service expanding our horizons.

Overview Statistics



STATISTICS FOR 2021



CREST @ REACH Statistics

Mental Health Screenings



Block Outreach



CREST Volunteer Befrienders



Caregiver Support Group



Inaugural REACH Senior Service's Sports Day

A highly anticipated grand event, our first REACH Seniors' Sports Day 2021 was held on 15th December 2021 at REACH Senior Centre @ Bukit Gombak Vista. After 2 months of planning and preparation, the team put together 5 stations: Darts, Javelin, *Just Dance*, Ladder + Cup stack, and an Obstacle Course for our seniors. Facilitated by our wonderful staff - Ivan and Taris, a total of 38 seniors turned up during the two designated timeslots in the day.

We also had some help from our 4 senior volunteers who assisted in facilitating games for their fellow sport-playing seniors. We were mesmerised by our seniors who courageously took part in all the activities! Even our oldest senior, who was 85 years old, enthusiastically participated in the dancing video game *Just Dance* - never underestimate the zest and energy of seniors!

It was a moment of pride and celebration for all seniors and staff when the top 3 winners were given awards during each timeslot with our very own REACH Senior Service medals. All the seniors displayed an admirable sense of sportsmanship with



grace, integrity, and harmony, even when the games got competitive.

We believe and ensure that our seniors are engaged in various activities. Sports especially not only engage our seniors physically, but also help reduce the sense of risk and loss of autonomy. The event was a great success and truly embodied our REACH Senior Service's tagline - *Engaging Minds, Fulfilling Lives*.



SUCCESS STORY:

Taking the Lead

As the primary caregiver to her elderly mother, Madam Monica Lee has been a fervent supporter of REACH Senior Service's programmes and a great advocate for active ageing. When her mother was diagnosed with vascular dementia in 2020, Monica signed not only her mother but also herself up for activities hosted at REACH Senior Centre @ Jalan Membina to attend to her biopsychosocial needs.

In 2021, Monica took on the mantle of undergoing training and assessment to become a certified volunteer trainer for the HAPPY programme with NUHS. Monica managed to ace her assessments,

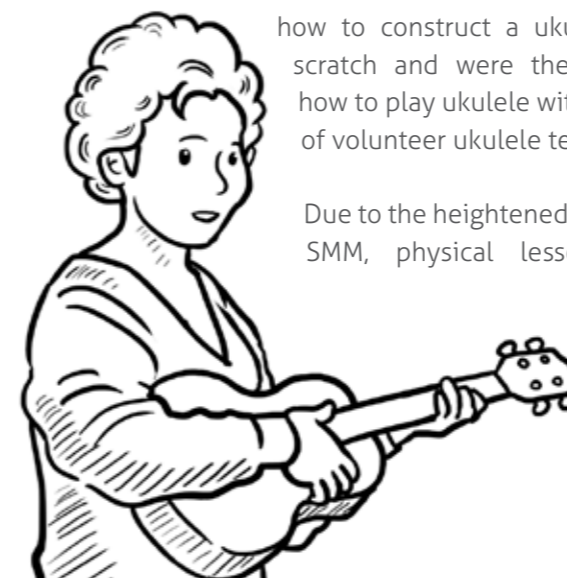
“ What seniors appreciate most is your time and patience to engage with them, even for a short moment. ”

and since then, she has been serving weekly as a volunteer trainer.

A caregiver, participant, advocate, and volunteer, Monica has certainly become a role model for active ageing!

Online Ukulele Classes

Ukulele class was a popular programme at our centre - many seniors were eager to learn to play the ukulele. The seniors were first taught how to construct a ukulele from scratch and were then learned how to play ukulele with the help of volunteer ukulele teachers.



Due to the heightened COVID-19 SMM, physical lessons were

shifted online and conducted through Zoom. Though initially challenging to get used to learning online, our seniors strove on, as the staff team endeavoured to improve the learning experience each week. It was heart-warming to see that the seniors managed to adapt to an entirely new environment, continuously attending the online lessons.

At the end of the programme, the seniors were able to play a few songs, and they even performed for one of our Christmas events! We are heartened that through this programme, our seniors were able to increase their hand-eye coordination, gain a sense of achievement, and widen their social circles. They are eagerly waiting for the next class to start.

SUCCESS STORY:

Living Well with REACH

Widowed and living alone at 75, Mdm Siva was found to be exhibiting depressive symptoms when she went for a mental health screening hosted by CREST @ REACH. As she lived alone, she was also lonely for most of the day.

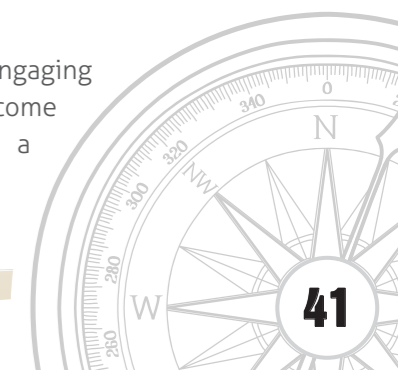
To support Mdm Siva, she was introduced to a befriender who calls her and makes monthly visits, as well as joining activities at the REACH Senior Centre such as exercise sessions and ukulele classes.



“ I am very happy with the care I receive and look forward to attending REACH Senior Service's programmes. Thank you for helping and supporting me. ”

CREST workers ensure her well-being through calls and visits with a monthly food rations delivery. She was also assisted with the Meals on Wheels (MOW) application and is currently receiving one meal daily at a subsidised rate. She was also sponsored with a blood pressure monitor from a REACH Partner gift programme.

With all the support and an engaging community, Mdm Siva has become a happier person and lives a more fulfilling life.



Community Resource, Engagement & Support Team (CREST) Outreach and Mental Health Screenings

CREST builds its presence in the community through periodic block outreach. Outreach is one of the avenues we use to reach out to residents, informing them of our services for clients with mental health conditions and their caregivers, and raising awareness of mental health conditions.



Whilst adhering to COVID-19 SMM, CREST completed 3 outreach events to 7 HDB blocks in 2021. Together with our volunteers, we informed residents of community resources for clients

and caregivers, encouraging residents to contact us if they require assistance for mental health concerns. Out of the 1,227 housing units, we reached out to 397 households with seniors!

During the block outreach, we offered a free mental health screening to encourage early diagnosis amongst residents, so that support can be provided at an earlier stage. Through the screening, we have picked up residents with symptoms of dementia and other mental health concerns, providing them and their families with relevant support.

The block outreach and mental health screening have enabled us to reach residents in the community whom we may not encounter otherwise. These avenues of outreach have surely enabled CREST to support the mental health needs in the community.



SUCCESS STORY:

Spending Time Meaningfully

Following her retirement, Kum Ying had been thinking about what to do to occupy her time. Coincidentally, there was a day she passed by a REACH Senior Centre and asked for help with her mobile phone. There, a staff member helped her, and spoke to her about REACH Senior Service and its programmes. With her interest piqued, she signed up to be a volunteer.

Kum Ying attended educational talks organised by CREST where she learnt more about dementia and met other caregivers. She was then introduced to a client to befriend, whom she's been befriending and in contact with for 2 years now!

She also signed up to be a volunteer to assist the exercise instructor, which gave her the opportunity to introduce her befriended to the exercise programme.

When they meet, her befriended would give her a thumbs up, a smile, and say, 'this person very good' and thank her, bringing a new level of meaning to Kum Ying's life.

“ Befriending has to be done wholeheartedly and with commitment and patience. ”



SUCCESS STORY:

Finding Joy in Caregiving

Working part-time whilst caring for her mother who was diagnosed with dementia, Mdm Vara was lost and in a state of confusion. She had no idea how to manage her mother's behaviour - she often repeated her questions and forgot things easily. In her search for help, she was referred to REACH Senior Service by Bukit Batok Polyclinic.



At REACH, she shared her concerns about being a first-time caregiver who didn't know much about dementia, as well as horror stories from her colleagues. The Caregiver Support Group gave her ideas on how she could manage her mother's symptoms and learnt from discussions with other caregivers.

With help from the CREST team and support group, Mdm Vara adapted to her mother's changes and became more patient with her. She sees caregiving as her turn to take care of her mother as her mother cared for her when she was younger.

“ It is important for the caregiver to understand their loved one. Once they understand the needs and symptoms of their loved one, they will be more patient with them and understanding of their condition. ”

ActiveSG Senior Sports Day

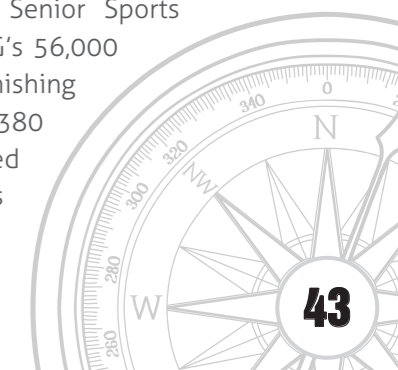
The Senior Sports Day programme started with an email from ActiveSG, a community partner of REACH Senior Service. The objective - to demonstrate that age is simply a number, and that it should not limit anyone from leading healthy, active lives. To that end, seniors from 116 Senior Activity Centres, Day Care Centres, and Nursing Homes around Singapore came together to compete in a virtual Sports Day event.

This was the first time we organised such an activity, with the lack of sports events for the better part of

the year due to COVID-19 SMM. 30 seniors from our centre came together to compete in exciting games like cup-stacking, javelin-throwing, basketball, shuttle runs, and darts!



In an interview with ActiveSG, our senior, Alex, shared the following about Senior Sports Day - "I feel happy, and I enjoyed myself. I feel fit, healthy and contented." Another of the participants also had her photo proudly featured on 8world.com. Additionally, leading up to Senior Sports Day, we took part in ActiveSG's 56,000 Minutes of Exercise Rally, finishing 4th place with a total of 10,380 minutes of exercise clocked over the month of July. It was great fun indeed!



SUCCESS STORY:

You Are Never Alone

At 81, Madam Phay had been widowed and her children had moved out of her home. Madam Phay was lonely. Feeling restless, she headed down to a REACH Senior Centre to check out the programmes.

Subsequently, she joined several activities such as the NUHS physiotherapy programme, Leg Strengthening, and the HAPPY Programme to keep herself fit and healthy. In addition to physical

well-being, the Creative Club also kept her mind alert, active, and keep her coordination up.

Madam Phay is thankful to the REACH Senior Service staff for their care and services, often reminding her of the programme through phone calls, and are always willing to go the extra mile whenever she needs help. The REACH Senior Service staff have also observed Madam Phay's impressive determination to keep herself healthy and partake in activities even when tired!



Uncle Time

Uncle Time is an indoor exercise and coffee session at our centre, exclusively for male seniors. Until now, morning exercise sessions have been attended predominantly by female seniors. Hence, to encourage more regular male participation in exercise programmes, the concept of a male-only exercise session was devised. We combined this idea with what our male seniors love doing every morning – drinking 'Kopi' alongside their friends.



Thus, during Uncle Time, male seniors get to meet their friends, exercise and enjoy a cup of coffee in the centre together. Some of the exercises they engage in include cardio workouts like mini cycle pedalling, lifting water weights, and stretch band workouts.

Uncle Time has been well received by our male seniors, and they eagerly look forward to it every week!



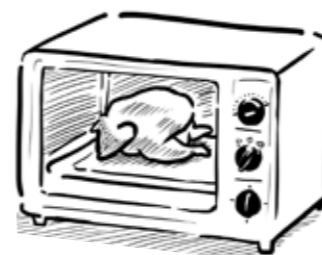
SUCCESS STORY:

Recovering through Strong Support

A member at REACH Senior Service 2016, Mr Yeow's health took a sharp decline in 2021, where he was repeatedly hospitalised due to comorbidities and heart failure. Furthermore, he was even admitted into the ICU with the risk of multiple organ failure.

Thankfully, the REACH Senior Service team was there to render assistance and support throughout this trying time. After his bout in the ICU, the REACH Senior Service team continued to assist him in his daily living, such as helping with meals, to get him settled back to full health. Mr Yeow also returned to participate in programmes such as Uncle Time. He reconnected with his friends at the centre and had a volunteer Tele-Befriender assigned to him for weekly catchups. Additionally, he was a beneficiary

of the Grace Assembly of God's "Tree of Hope" initiative, where he was blessed with a microwave oven for his meals.



With his health stabilised, Mr Yeow continues to participate in activities and keeps in touch with his friends in the community.



“ Thank you REACH for doing such a good job in keeping a lookout for me. ”



#UnmaskTheStigma Online Fundraising Campaign

Ever since COVID-19 hit our shores, masks have become the defining icon of the pandemic, protecting society from the spread of the virus. In a sea of masked faces, Singaporeans' mental health has been bearing the brunt of new anxieties over education, employment, and relationships, taking a toll on our mental and emotional well-being.

#UnmaskTheStigma was birthed to raise funds to support those in need of mental health support, while also raising mental health awareness in Singapore. During the campaign, REACH championed self-care, mental well-being, and resources for mental health on REACH's social media platforms to advocate and educate the cause.

A total of \$145,497 was raised for this campaign.



REACH E-Flag Day 2021: A Pocketful of Hope

Pandemic restrictions in 2021 saw REACH prohibited from a physical Flag Day, where we would usually take to the streets with our collection tins. We have missed the warm human touch and generous smiles. Adapting to the changing time and swimming in uncharted waters, REACH held her first E-Flag Day last year with the introduction of Virtual Tins, aptly themed A Pocketful of Hope.

Nobody knew how an E-Flag Day would turn out, with the lack of human interaction and technological barriers it posed. It turned out to be a roaring success. We journeyed with 166 volunteers who registered as Virtual Tin Bearers on Giving.sg, most of whom were foreign to the concept. These Virtual Tin Bearers notably included Grace Assembly of God, Grace House Kindergarten, and Kuo Chuan Presbyterian Secondary School. Ultimately, we raised a total of \$279,521 – a great feat made possible with the hand of God.

The E-Flag Day had its perks, as Virtual Tin Bearers took ownership of their tins and expressed their creativity – be it through a 1,000km cycling challenge or even writing a song to raise funds for their tins. The E-Flag Day also crossed international barriers as we garnered donations from friends across the world.



REACH Charity Run 2021

REACH Charity Run returned in 2021, with the theme POWER UP! 50,000KM Challenge. It aimed to inspire and empower the youths that we serve as a supportive community, activating their strength and fulfilling their potential regardless of their life circumstances. The run garnered 3,154 participants, clocking in a total mileage of 216,031 KM, far exceeding our initial goal of 50,000 KM.



2021 also saw the first time where REACH Charity Run partnered with SG Giving Week organised by the National Volunteer and Philanthropy Centre.

\$169,414 were raised and we are thankful to all sponsors, donors and supporters.

Year-End Volunteer Appreciation

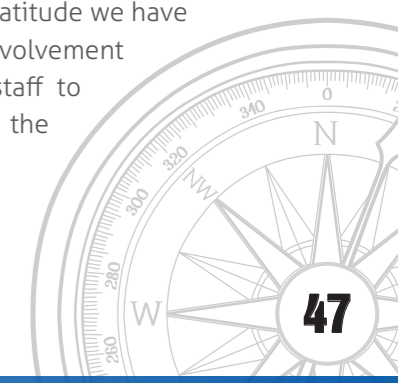


Before the pandemic, REACH would host appreciation lunches filled with performances, good food and goodie bags for our volunteers. Despite the constraints and restrictions in 2021, we continued to appreciate and recognise the efforts of our volunteers. We put together REACH's first customised 2022 table calendar for all our active volunteers. The design centered on God's beautiful creation of flowers, fruits, and trees; coupled with words of encouragement, quotations, or scriptures. We hope that the calendar inspires and expresses our best wishes to all our volunteers.



With volunteers serving in all four of our services, our regular volunteers received an additional gift specially catered to them by the respective services.

We certainly hope that our volunteers have been able to feel the appreciation and gratitude we have for their contributions and involvement with our service users and staff to serve the Least, the Lost and the Lonely in our Community.



Calling for more Roystons: A Volunteer in each person

At REACH, we encourage more to step forth into the community to volunteer and be a source of strength for those in need, especially those affected and impacted by the pandemic. We desire to see more volunteers to support our causes at REACH and build good relationships with our service users and staff.

“Alone we can do so little; together we can do so much.”

Hellen Keller

“As a volunteer photographer, I managed to involve myself in the community while doing something I loved. I helped on the third day of Chinese New Year, when REACH went around Bukit Batok to distribute festive gift packs. It was heartening to see people from all walks of life come together to help spread the festive cheer and bring supplies and smiles to the underprivileged. The experience was eye-opening as I got the chance to see how the event unfolded from start to finish and follow volunteers around the rental flats. It is true that to give is also to receive. I was initially apprehensive about volunteering, but it was a very fulfilling experience. I felt proud to be part of something bigger than myself and had a lot of fun meeting new people.”

Royston joined us as a new volunteer in 2021, offering his photography skills. On the third day of Chinese New Year, he made time to join us in the afternoon to capture the precious smiles as residents from the rental flats opened their doors to receive the goodie bags put together by Grace Assembly of God.

Royston shared his experience:



REACH and GRAB Collaboration 2021 - Skills-based Volunteerism

2021 was the first time we collaborated with Grab Singapore in their launch of skills-based volunteerism. We worked with Grabbers on their one-day volunteer leave to give back to the community. With the artistic direction and design skills provided by their designers, we rolled out REACH’s first mental health campaign, #UnmaskTheStigma. We look forward to more such skills-based volunteerism to help with the design of our campaigns. Aside from their volunteering day, we have received help and continued support from another Grabber who has helped with translating REACH materials such as the REACH Volunteer Handbook, Flag Day video, and table calendar from English to Mandarin for our Mandarin speaking service users.



Maritime and Port Authority of Singapore (MPA)

We are grateful to Maritime and Port Authority of Singapore for continuing to adopt REACH as one of their beneficiaries. A huge congratulations to MPA for winning the President’s Volunteerism & Philanthropy Awards 2021! In 2021, we saw strengthened collaboration between MPA and REACH. From conceptualising to execution, MPA’s volunteers and our REACH seniors came together to sew a sail patchwork commemorating MPA’s 25th anniversary. Many of our seniors were part of the garment industry’s boom back in the 70s and 80s, working as seamstresses in factory, retail, and even home settings to keep up with the demand. This project

has helped our seniors to rekindle memories of the past and share their memories with each other.

During Christmas season, MPA’s volunteers gifted a special soup pack to low-income seniors. In addition, MPA was also one of our Silver Sponsors for our REACH Charity Run 2021 to raise funds for our vulnerable youth. We would like to thank MPA staff for being exemplary in contributing their time, talent, and treasure to our community.



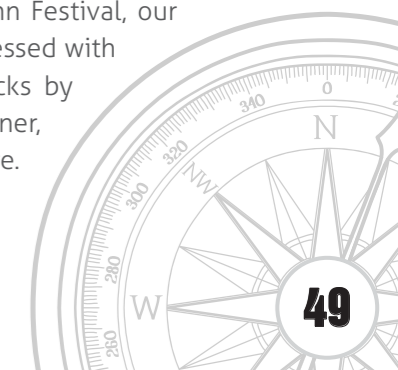
The Fullerton Hotel Singapore (Fullerton)

Our regular supporter, Fullerton, continued their partnership with REACH in 2021. Fullerton facilitated mooncake distribution to identified underprivileged families together with our youth beneficiaries. They also organised a Christmas Sale at the hotel, where sales proceeds of the Fullerton Teddy Bear and Christmas baubles were donated to REACH. A huge thank you to Fullerton for continuing to support our youth causes.



Hewlett Packard Singapore (HP)

During festive seasons such as Chinese New Year, Mother’s Day and Mid-Autumn Festival, our REACH seniors were often blessed with yummy goodies and gift packs by our long-time corporate partner, Hewlett Packard Singapore. Thank you, HP, for being such a blessing to our seniors.



Cargill

As one of our long-term partners, Cargill has been generous and supportive towards REACH youth programmes. Cargill also lent us a hand when we needed volunteers to do community outreach with our REACH Family Service's staff when COVID-19 pandemic persisted. The block outreach exercise enabled us to reach out to residents who were impacted by COVID-19 and may not have known where to seek help. Thank you, Cargill, for being part of this giving journey.



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



Acknowledgements

- Mr **CHONG Kee Hiong**, Member of Parliament, Bishan-Toa Payoh GRC
- Ms GAN Siow Huang**, Minister of State, Ministry of Education & Ministry of Manpower, Member of Parliament, Marymount SMC
- Mr **GAN Kim Yong**, Minister for Trade and Industry
- 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
- Mr **MASAGOS Zulkifli Bin Masagos Mohamad**, Minister for Social and Family Development, Second Minister for Health & Minister-in-charge of Muslim Affairs
- Mr **ONG Ye Kung**, Minister for Health
- Eagle Infotech Consultants Pte Ltd
- Empower Ageing Limited
- Eunoia Junior College
- Far East Organization
- Fei Yue Family Service Centre (Bukit Batok)
- Financial Markets Association of Singapore
- Food From The Heart
- Georges
- Golden Flower International Pte Ltd
- Grace Assembly Of God
- Guangyang Secondary School
- Habitat for Humanity Singapore
- 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
- HP Singapore (Private) Limited
- IMDA-Seniors Go Digital
- Jamiyah Food Bank
- Jardine Cycle & Carriage - Rewards & HR Technology
- Keppel Care Foundation
- Keppel Club
- Kuo Chuan Presbyterian Primary School
- Kuo Chuan Presbyterian Secondary School
- Lakeside Family Service Centre
- Lee Foundation
- Leo Club of Ngee Ann Polytechnic
- Lien Center for Social Innovation
- Lions Befrienders
- Maritime and Port Authority of Singapore
- Marymount Community Club
- Marymount Community Club - Marymount Constituency Office
- Membina Court RC
- Mentoring Alliance Singapore
- Ministry of Culture, Community & Youth
- Ministry of Education - Pastoral Section, Student Placement & Services Division
- Ministry of Health
- Ministry of HOPE Affairs
- Ministry of Social and Family Development
- Mount Carmel BP Church
- MSF Rehabilitation and Protection Group
- Nanyang Inc Pte Ltd
- Nanyang Polytechnic
- Nanyang Technological University of Singapore
- National Council of Social Service
- National Heritage Board
- National Library Board
- National University Health System
- National University Health System, G-RACE
- National University of Singapore
- National University of Singapore - Office of Student Affairs
- National University of Singapore: Saw Swee Hock School of Public Health
- National University Polyclinics (NUP)
- National Youth Council
- National Volunteer and Philanthropy Centre
- Ng Teng Fong General Hospital
- Ngee Ann Polytechnic
- NTUC Health
- ONE Singapore
- Patrick Bezael Pte Ltd
- People's Association
- PPIs Family Service Centre
- President's Challenge
- Project Eleur
- Project Kefi
- Raffles Girls' School
- Raffles Institution
- Rental Hearts
- Rotary Family Service Centre
- RoundBox @ Children's Society
- S&P System Services Pte Ltd
- SAGE Counselling Centre
- SAP Asia Pte Ltd
- 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 Tanglin Division
- Singapore Prison Service
- Singapore Red Cross
- Singapore University of Social Sciences
- Singhealth
- Social Service Institute
- Social Service Office @ Bukit Batok
- Social Service Office @ Choa Chu Kang
- Social Service Office @ Toa Payoh
- Sparkletots @ Sin Ming Ave
- Sport Singapore
- SportCares Foundation
- St Lukes Eldercare
- SwoleFit Garage
- Tan Tock Seng Hospital
- Tanjong Pagar Town Council
- Tanjong Pagar-Tiong Bahru Consistency Office
- Tan Chin Tuan Foundation
- Temasek Trust
- The Boy's Brigade in Singapore
- The Council for Third Age, C3A
- The Esplanade Co Ltd
- The Food Bank Singapore Ltd
- The Fullerton Hotel Singapore
- The Girls' Brigade Singapore
- The Institute of Mental Health
- The International Coach Federation Singapore Chapter
- The Maturity Trust
- The Par Club Singapore
- The Straits Times School Pocket Money Fund
- Thye Hua Kwan Moral Charities (THKMC)
- Tote Board (Singapore Totalisator Board)
- TRAXX Payments Pte Ltd
- United World College of South East Asia
- Will and Legacy Pte Ltd
- Willing Hearts
- Youth Guidance Outreach Services
- Youth Work Association Singapore
- Zhangde Primary School
- 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!

Nexia TS
Listening, Thinking, Growing, Asia.

In association with
Smith & Williamson

REACH COMMUNITY SERVICES SOCIETY
(Registered under the Charities Act 1994)
(Registered under the Societies Act 1966)
(Incorporated in the Republic of Singapore)
(Unique Entity No. S98SS0144L)

**Annual Report for the financial year ended
31 December 2021**

Nexia TS Public Accounting Corporation
UEN: 200507237N / Incorporated with limited liability
Singapore • China • Malaysia • Myanmar
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REACH COMMUNITY SERVICES SOCIETY

Annual Report

For the financial year ended 31 December 2021

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REACH COMMUNITY SERVICES SOCIETY

STATEMENT BY THE MANAGEMENT COMMITTEE

For the financial year ended 31 December 2021


We, **Thomas Ow Yong** and **Shia Yang Lik** on behalf of the Management Committee, do state that in our opinion, the financial statements set out on pages 6 to 33 are drawn up in accordance with the provisions of the Singapore Charities Act 1994 and related regulations (the "Charities Act and Regulations"), Societies Act 1966 (the "Societies Act") and Charities Accounting Standard in Singapore (the "CAS") so as to give a true and fair view of the financial position of REACH Community Services Society (the "Society") as at 31 December 2021 and of the performance of financial activities and cash flows of the Society for the financial year covered by the financial statements.

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



Shia Yang Lik
Honorary Treasurer

Singapore

9 April 2022

**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 2021, 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 33.

In our opinion, the accompanying financial statements are properly drawn up in accordance with the provisions of the Singapore Charities Act 1994 and related regulations (the "Charities Act and Regulations"), Societies Act 1966 (the "Societies Act") and Charities Accounting Standard in Singapore (the "CAS") so as to give a true and fair view of the financial position of the Society as at 31 December 2021 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 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. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

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

Other Information

Management Committee is responsible for the other information. The other information refers to the "Statement by Management Committee" set out on page 1.

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 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, 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.

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 and Regulations, 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.

The Management Committee's responsibilities include overseeing the Society's financial reporting process.

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

Auditor's Responsibilities for the Audit of the Financial Statements

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

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

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Society's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Management Committee.
- Conclude on the appropriateness of the Management Committee's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the 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 Regulations 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 has come 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 required under Regulation 11 of the Charities (Institutions of a Public Character) Regulations; 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 Public Accounting Corporation
Public Accountants and Chartered Accountants**

Singapore

9 April 2022

REACH COMMUNITY SERVICES SOCIETY

BALANCE SHEET

As at 31 December 2021

	Note	2021 S\$	2020 S\$
Assets			
Non-current assets			
Property, plant and equipment	3	248,743	428,249
Current assets			
Cash and bank balances	4	12,510,988	10,812,876
Other receivables	5	383,465	660,328
		<u>12,894,453</u>	<u>11,473,204</u>
Total assets		<u>13,143,196</u>	<u>11,901,453</u>
Current liabilities			
Other payables	6	936,586	1,025,291
Finance lease liabilities	11	38,680	40,805
		<u>975,266</u>	<u>1,066,096</u>
Non-current liabilities			
Finance lease liabilities	11	110,958	157,045
		<u>1,086,224</u>	<u>1,223,141</u>
Total liabilities		<u>1,086,224</u>	<u>1,223,141</u>
Net assets		<u>12,056,972</u>	<u>10,678,312</u>
Funds of the Society			
Total unrestricted funds	12	6,337,434	5,665,011
Total restricted funds	12	5,719,538	5,013,301
		<u>12,056,972</u>	<u>10,678,312</u>
Total funds		<u>12,056,972</u>	<u>10,678,312</u>

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

REACH COMMUNITY SERVICES SOCIETY

STATEMENT OF FINANCIAL ACTIVITIES

For the financial year ended 31 December 2021

Note	2021 Total unrestricted funds S\$	2021 Total restricted funds S\$	2021 Total funds S\$	2020 Total unrestricted funds S\$	2020 Total restricted funds S\$	2020 Total funds S\$
Income from generated funds						
Donation – Tax deductible	696,194	27,466	723,660	636,286	81,820	718,106
Donation – Non-Tax deductible	351,894	34,551	386,445	340,816	3,065	343,881
Total voluntary income	<u>1,048,088</u>	<u>62,017</u>	<u>1,110,105</u>	<u>977,102</u>	<u>84,885</u>	<u>1,061,987</u>
Investment income						
Fixed deposit interest income	52,872	-	52,872	128,334	-	128,334
Income from charitable activities						
Programme revenue	98,376	52,723	151,099	108,019	6,526	114,545
Funding from MSF / MOH / MCCY	90,739	2,908,201	2,998,940	102,285	2,400,131	2,502,416
Funding from NCSS / AIC	65,987	639,360	705,347	3,240	355,760	359,000
Funding from Tote Board	225,605	566,850	792,455	310,901	511,112	822,013
Funding from ComChest	-	113,945	113,945	-	76,192	76,192
Care & Share matching grant	-	-	-	290,000	-	290,000
Funding from other organisations	434,475	263,048	697,523	82,547	323,505	406,052
Total government subvention	<u>816,806</u>	<u>4,491,404</u>	<u>5,308,210</u>	<u>788,973</u>	<u>3,666,700</u>	<u>4,455,673</u>
Other income	9	136,568	283,497	610,568	462,712	1,073,280
Total income	<u>2,152,710</u>	<u>4,753,073</u>	<u>6,905,783</u>	<u>2,612,996</u>	<u>4,220,823</u>	<u>6,833,819</u>

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

REACH COMMUNITY SERVICES SOCIETY

STATEMENT OF FINANCIAL ACTIVITIES
For the financial year ended 31 December 2021

Note	2021 Total unrestricted funds S\$	2021 Total restricted funds S\$	2021 Total funds S\$	2020 Total unrestricted funds S\$	2020 Total unrestricted funds S\$	2020 Total funds S\$
Expenditure:						
Fundraising costs	(13,203)	-	(13,203)	(40,309)	-	(40,309)
Employee compensation	7 (2,001,918)	(2,521,491)	(4,523,409)	(2,242,841)	(2,109,727)	(4,352,568)
Other staff related costs	(29,406)	(92,672)	(122,078)	(117,584)	(148,547)	(266,131)
Overheads	(79,036)	(234,872)	(313,908)	(98,537)	(240,722)	(339,259)
Finance lease interest expense	(11,900)	-	(11,900)	(2,685)	-	(2,685)
Programme expenses	(83,315)	(217,110)	(300,425)	(102,837)	(176,966)	(279,803)
Depreciation of property, plant and equipment	3 (83,066)	(134,578)	(217,644)	(46,438)	(136,556)	(182,994)
Allocation of corporate support costs	836,936	(836,936)	-	717,745	(717,745)	-
Write-off of property, plant and equipment	-	(1,043)	(1,043)	-	-	-
Total expenses from charitable activities	(1,451,705)	(4,038,702)	(5,490,407)	(1,893,177)	(3,530,263)	(5,423,440)
Audit costs	(11,626)	(8,134)	(19,760)	(5,461)	(6,468)	(11,929)
Annual General Meeting and related costs	(3,753)	-	(3,753)	(4,078)	-	(4,078)
Total governance costs	(15,379)	(8,134)	(23,513)	(9,539)	(6,468)	(16,007)
Total expenditure	(1,480,287)	(4,046,836)	(5,527,123)	(1,943,025)	(3,536,731)	(5,479,756)
Net income	672,423	706,237	1,378,660	669,971	684,092	1,354,063
Gross transfer between funds	-	-	-	(69,982)	69,982	-
Reconciliation of funds						
Total funds brought forward	5,665,011	5,013,301	10,678,312	5,065,022	4,259,227	9,324,249
Total funds carried forward	6,337,434	5,719,538	12,056,972	5,665,011	5,013,301	10,678,312

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 2021

	2021 Restricted Funds						Total restricted funds S\$
	FSC fund S\$	HOPE fund S\$	ODT fund S\$	Postcare S\$	PC 2020/21 S\$	Senior fund S\$	
Breakdown of Restricted Funds							
Income from generated funds							
Donation – Tax deductible	166	-	-	-	-	27,300	27,466
Donation – Non-Tax deductible	-	-	-	-	30,000	4,551	34,551
Total voluntary income	166	-	-	-	30,000	31,851	62,017
Income from charitable activities							
Programme revenue	-	-	-	-	-	52,723	52,723
Funding from MSF / MOH / MCCY	2,113,465	352,331	-	112,534	-	329,871	2,908,201
Funding from NCSS / AIC	-	-	46,626	-	69,011	523,723	639,360
Funding from Tote Board	566,850	-	-	-	-	-	566,850
Funding from ComChest	113,945	-	-	-	-	-	113,945
Funding from other organisations	20,777	-	-	-	-	242,271	263,048
Total government subvention	2,815,037	352,331	46,626	112,534	69,011	1,095,865	4,491,404
Other income	86,870	-	-	-	-	60,059	146,929
Total income	2,902,073	352,331	46,626	112,534	99,011	1,240,498	4,753,073

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 2021

	2021 Restricted Funds						Total restricted funds S\$
	FSC fund S\$	HOPE fund S\$	ODT fund S\$	Postcare S\$	PC 2020/21 S\$	Senior fund S\$	
Expenditure:							
Employee compensation	(1,309,908)	(361,998)	-	(100,000)	(56,160)	(693,425)	(2,521,491)
Other staff related costs	(80,119)	-	(2,970)	-	-	(9,583)	(92,672)
Overheads	(133,395)	-	-	-	-	(101,477)	(234,872)
Programme expenses	(42,797)	(20,111)	(60,000)	(7,451)	(1,170)	(85,581)	(217,110)
Depreciation of property, plant and equipment	(30,009)	-	-	-	-	(104,569)	(134,578)
Allocation of corporate support costs	(657,592)	-	-	-	-	(179,344)	(836,936)
Write-off of property, plant and equipment	-	-	-	-	-	(1,043)	(1,043)
Total expenses from charitable activities	(2,253,820)	(382,109)	(62,970)	(107,451)	(57,330)	(1,175,022)	(4,038,702)
Audit cost	(4,067)	-	-	-	-	(4,067)	(8,134)
Total governance cost	(4,067)	-	-	-	-	(4,067)	(8,134)
Total expenditure	(2,257,887)	(382,109)	(62,970)	(107,451)	(57,330)	(1,179,089)	(4,046,836)
Net income / (expenditure)	644,186	(29,778)	(16,344)	5,083	41,681	61,409	706,237
Gross transfer between funds	-	-	-	-	-	-	-
Reconciliation of Funds							
Total funds brought forward	4,975,245	37,574	63,373	-	-	(62,891)	5,013,301
Total funds carried forward	5,619,431	7,796	47,029	5,083	41,681	(1,482)	5,719,538

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 2021

	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\$	
Breakdown of Restricted Funds									
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 2021

	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 of property, plant and equipment	(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 2021

Breakdown of Senior fund	2021 Senior Funded Programmes											Total Senior fund S\$
	CBP-HKN S\$	CBP-TP S\$	CBP-Pioneer S\$	SC@BB S\$	SC@BGV S\$	SC@JM S\$	Café S\$	CREST-HKN S\$	Bless Our City S\$	EAL Well S\$	CST S\$	
Income from generated funds												
Donation – Tax deductible	-	-	-	-	-	-	-	-	-	-	27,300	27,300
Donation – Non-Tax deductible	-	-	-	-	-	-	-	-	-	445	4,106	4,551
Total voluntary income	-	-	-	-	-	-	-	-	-	445	31,406	31,851
Income from charitable activities												
Programme revenue	-	-	-	-	-	-	-	-	-	-	52,723	52,723
Funding from MSF/ MOH	-	-	-	109,957	109,957	109,957	-	-	-	-	-	329,871
Funding from NCSS / AIC	-	-	-	-	-	-	-	252,974	-	-	270,749	523,723
Funding from other organisations	41,603	47,630	75,910	-	-	-	-	-	-	72,570	4,558	242,271
Total government subvention	41,603	47,630	75,910	109,957	109,957	109,957	-	252,974	-	72,570	275,307	1,095,865
Other income	-	-	-	-	-	-	-	-	-	-	60,059	60,059
Total income	41,603	47,630	75,910	109,957	109,957	109,957	-	252,974	-	73,015	419,495	1,240,498

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 2021

Expenditure:	2021 Senior Funded Programmes											Total Senior fund S\$
	CBP-HKN S\$	CBP-TP S\$	CBP-Pioneer S\$	SC @BB S\$	SC @BGV S\$	SC @JM S\$	Café S\$	CREST-HKN S\$	Bless Our City S\$	EAL Well S\$	CST S\$	
Employee compensation	(50,112)	(50,112)	(74,820)	(109,620)	(109,620)	(109,620)	-	(224,510)	-	(50,260)	85,249	(693,425)
Other staff related costs	-	-	-	-	-	-	-	-	-	-	(9,583)	(9,583)
Overheads	-	-	-	(19,050)	-	(11,911)	-	-	-	-	(70,516)	(101,477)
Programme expenses	(388)	(1,214)	-	-	(102)	(20)	(30)	(1,530)	(6,948)	(6,904)	(68,445)	(85,581)
Depreciation	-	-	-	-	-	-	-	-	-	-	(104,569)	(104,569)
Allocation of corporate support costs	(16,304)	(16,304)	(16,304)	(16,304)	(16,304)	(16,304)	-	(16,304)	-	(16,304)	(48,912)	(179,344)
Write-off of property, plant and equipment	-	-	-	-	-	-	-	-	-	-	(1,043)	(1,043)
Total expenses from charitable activities	(66,804)	(67,630)	(91,124)	(144,974)	(126,026)	(137,855)	(30)	(242,344)	(6,948)	(73,468)	(217,819)	(1,175,022)
Audit cost	-	-	-	-	-	-	-	-	-	-	(4,067)	(4,067)
Total governance cost	-	-	-	-	-	-	-	-	-	-	(4,067)	(4,067)
Total expenditure	(66,804)	(67,630)	(91,124)	(144,974)	(126,026)	(137,855)	(30)	(242,344)	(6,948)	(73,468)	(221,886)	(1,179,089)
Net (expenditure) / income	(25,201)	(20,000)	(15,214)	(35,017)	(16,069)	(27,898)	(30)	10,630	(6,948)	(453)	197,609	61,409
Reconciliation of funds												
Total funds brought forward	(40,278)	(16,718)	(45,680)	-	-	-	212,591	(1,481)	123	(10,172)	(161,276)	(62,891)
Total funds carried forward	(65,479)	(36,718)	(60,894)	(35,017)	(16,069)	(27,898)	212,561	9,149	(6,825)	(10,625)	36,333	(1,482)

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 2021

Breakdown of Senior fund

	2020 Senior Funded Programmes										Total Senior fund S\$
	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\$		
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.

REACH COMMUNITY SERVICES SOCIETY

STATEMENT OF FINANCIAL ACTIVITIES
For the financial year ended 31 December 2021

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 of property, plant and equipment	(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.

REACH COMMUNITY SERVICES SOCIETY

STATEMENT OF FINANCIAL ACTIVITIES
For the financial year ended 31 December 2021

Legend:

i)	MSF	: Ministry of Social and Family Development
ii)	MOH	: Ministry of Health
iii)	MCCY	: Ministry of Culture, Community & Youth
iv)	NCSS	: National Council of Social Service
v)	AIC	: Agency of Integrated Care
vi)	Tote Board	: Singapore Totalisator Board Social Service Fund
vii)	FSC	: Family Service Centre
viii)	HOPE	: Home Ownership Plus Education
ix)	ODT	: Organisation Development Transformation
x)	Postcare	: Singapore Boys Home Postcare
xi)	PC2020/21	: President Challenge 2020/2021
xii)	CBP-HKN	: Community Befriending Programme – Hong Kah North
xiii)	CBP-TP	: Community Befriending Programme – Tanjong Pagar
xiv)	CBP-Pioneer	: Community Befriending Programme – Pioneer
xv)	SC@BB	: Senior Centre @ Bukit Batok
xvi)	SC@BGV	: Senior Centre @ Bukit Gombak Vista
xvii)	SC@JM	: Senior Centre @ Jalan Membina
xviii)	Café	: Community Café
xix)	CREST-HKN	: CREST-Hong Kah North
xx)	EAL Well	: Eat, Age & Live Well
xxi)	CST	: Community Silver Trust

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 2021

	Note	2021 S\$	2020 S\$
Cash flows from operating activities			
Net income for the financial year		1,378,660	1,354,063
Adjustments for:			
- Depreciation of property, plant and equipment	3	217,644	182,994
- Finance lease interest expense		11,900	2,685
- Fixed deposit interest income		(52,872)	(128,334)
- Write-off of property, plant and equipment		1,043	-
Changes in working capital		1,556,375	1,411,408
Other receivables		248,540	(231,275)
Other payables		(88,705)	86,626
Net cash flows provided by operating activities		1,716,210	1,266,759
Cash flows from investing activities			
Interest received		81,195	169,573
Additions to property, plant and equipment	3	(52,931)	(71,576)
Net cash provided by investing activities		28,264	97,997
Cash flows from financing activities			
Repayments of finance lease principals		(34,462)	(16,633)
Interest paid		(11,900)	(2,685)
Net cash used in financing activities		(46,362)	(19,318)
Net increase in cash and bank balances		1,698,112	1,345,438
Cash and bank balances			
Beginning of financial year		10,812,876	9,467,438
End of financial year	4	12,510,988	10,812,876

Reconciliation of liabilities arising from financing activities

	1 January 2021 S\$	Principal and interest payments S\$	Non-cash changes		31 December 2021 S\$
			Modification S\$	Interest expense S\$	
Finance lease liabilities	197,850	(46,362)	(13,750)	11,900	149,638

	1 January 2020 S\$	Principal and interest payments S\$	Non-cash changes		31 December 2020 S\$
			Addition – new leases S\$	Interest expense 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 2021

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 Singapore Charities Act 1994 and the Societies Act 1966 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 and was renewed for a period of 3 years with effect from 1 November 2021 to 31 October 2024.

The objectives of the Society are to impact lives by:

- Rekindling Hope;
- Enhancing Social and Emotional well-being;
- Assisting Personal Growth;
- Caring for the Hurting; and
- Helping the Needy.

The financial statements of the Society were authorised for issue by the Management Committee on 9 April 2022.

2. Significant accounting policies

2.1 Basis of preparation

The financial statements, expressed in Singapore Dollar ("S\$") which is the functional currency of the Society, have been prepared in accordance with the Singapore Charities Accounting Standard (the "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 the CAS and are applied consistently to similar transactions, other events and conditions.

The preparation of these financial statements in conformity with the CAS requires the Management Committee 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.

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2021

2. Significant accounting policies (continued)

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.

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 Committee.

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.

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2021

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.

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2021

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.

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2021

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 1994 and is exempted from income tax under Section 13(1)(zm) of the Income Tax Act 1947.

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 2021

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\$
2021					
Cost					
Beginning of financial year	284,291	237,786	1,587,454	214,483	2,324,014
Addition	44,369	8,562	-	-	52,931
Modification	-	-	-	(13,750)	(13,750)
Write-off	(65,263)	(8,195)	-	-	(73,458)
Reclassification	(23,864)	23,864	-	-	-
End of financial year	239,533	262,017	1,587,454	200,733	2,289,737
Accumulated depreciation					
Beginning of financial year	236,666	150,247	1,479,063	29,789	1,895,765
Depreciation charge	29,977	32,460	90,206	65,001	217,644
Write-off	(64,220)	(8,195)	-	-	(72,415)
Reclassification	(23,864)	23,864	-	-	-
End of financial year	178,559	198,376	1,569,269	94,790	2,040,994
Net book value					
End of financial year	60,974	63,641	18,185	105,943	248,743

Property, plant and equipment written-off during the financial year ended 31 December 2021 comprised mainly obsolete HR system software, laptops, phone system and some equipment like projectors and office chairs.

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2021

3. Property, plant and equipment (continued)

	<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
Addition	28,867	14,419	28,290	214,483	286,059
Write-off	-	(23,864)	-	-	(23,864)
End of financial year	284,291	237,786	1,587,454	214,483	2,324,014
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	236,666	150,247	1,479,063	29,789	1,895,765
Net book value					
End of financial year	47,625	87,539	108,391	184,694	428,249

Property, plant and equipment written-off during the financial year ended 31 December 2020 comprised mainly obsolete laptops, outdated Microsoft Office application licences and DoVe volunteer management application.

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS
For the financial year ended 31 December 2021

4. Cash and bank balances

	2021 S\$	2020 S\$
Cash at bank and on hand	1,501,488	1,812,564
Short-term fixed deposits	11,009,500	9,000,312
	<u>12,510,988</u>	<u>10,812,876</u>

Short-term fixed deposits bear interest rates ranging from 0.40% to 0.55% (2020: 0.25% to 1.70%) per annum, with tenure periods ranging from 3 months to 12 months (2020: 3 months to 12 months).

5. Other receivables

	2021 S\$	2020 S\$
Other receivables		
- Non-related parties	322,135	488,538
Fixed deposit interest receivable	13,678	42,001
Prepayments	42,472	33,547
Deposits (refundable)	5,180	5,180
Jobs Support Scheme receivable	-	91,062
	<u>383,465</u>	<u>660,328</u>

6. Other payables

	2021 S\$	2020 S\$
Accruals for		
- Staff performance bonus	294,931	469,790
- Central Provident Fund contribution	195,719	180,102
- Unutilised leave	59,110	105,407
Funds received in advance	168,950	215,511
Other payables		
- Non-related parties	217,876	54,481
	<u>936,586</u>	<u>1,025,291</u>

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS
For the financial year ended 31 December 2021

7. Employee compensation

	2021 S\$	2020 S\$
Gross salaries	3,513,695	3,178,077
Bonus	391,694	587,614
Employer's contributions for Central Provident Fund	618,020	586,877
	<u>4,523,409</u>	<u>4,352,568</u>

The annual remuneration of the Society's three highest paid staff classified by remuneration bands are as follows:

	2021	2020
Number of employees in bands		
- Between \$100,000 and \$200,000	3	3
- Between \$200,001 and \$300,000	0	0

8. Related party transactions

Key management personnel annual remuneration is as follows:

	2021 S\$	2020 S\$
Gross salaries	630,294	572,298
Bonus	99,640	121,889
Employer's contribution to Central Provident Fund	80,823	71,120
	<u>810,757</u>	<u>765,307</u>

Number of key management personnel	<u>7</u>	<u>6</u>
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The key management personnel comprise the Chief Executive, the Deputy Chief Executive (joined in 2021) and the heads of the 4 service units and Head, Finance, IT & Special Projects. The Society operates 4 services namely, Family, Counselling, Youth and Senior.

9. Other income

	2021 S\$	2020 S\$
Government grants and rebates	174,104	107,940
Jobs Support Scheme ("JSS")	87,545	948,445
VCF grants	12,321	5,286
Miscellaneous income	9,527	11,609
	<u>283,497</u>	<u>1,073,280</u>

Government grants and rebates comprise government wage credit schemes, skills future training and other rebates schemes. JSS is a COVID-19 jobs 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 2021

10. Operating lease commitments – where the Society is a lessee

The Society leases copier machines and premises from non-related parties 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:

	2021 S\$	2020 S\$
Not later than one year	27,555	11,890
Between one and five years	13,403	25,293
	<u>40,958</u>	<u>37,183</u>

11. Finance lease liabilities

During the financial year 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

	2021 S\$	2020 S\$
Minimum lease payments due		
- Not later than one year	46,362	46,362
- Between one and five years	119,769	166,131
	<u>166,131</u>	<u>212,493</u>
Less: Future finance charges	(16,493)	(14,643)
Present value of finance lease liabilities	<u>149,638</u>	<u>197,850</u>

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

	2021 S\$	2020 S\$
Not later than one year	38,680	40,805
Between one and five years	110,958	157,045
Total	<u>149,638</u>	<u>197,850</u>

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2021

12. Funds movement

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

	2021 S\$	2020 S\$
Unrestricted fund		
Beginning of financial year	5,665,011	5,065,022
Net income for the financial year	672,423	669,971
Gross transfer between funds	-	(69,982)
End of financial year	<u>6,337,434</u>	<u>5,665,011</u>
Total unrestricted fund expenditure	1,480,287	1,943,025
Unrestricted funds reserves ratio	<u>4.28</u>	<u>2.92</u>
FSC reserves ratio	<u>2.49</u>	<u>2.34</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 2021

12. Funds movement (continued)

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

	2021 restricted funds movement							Total restricted funds S\$
	FSC fund S\$	HOPE fund S\$	ODT fund S\$	Postcare fund S\$	PC 2020/21 fund S\$	Expired fund S\$	Senior fund S\$	
Beginning of financial year	4,975,245	37,574	63,373	-	-	-	(62,891)	5,013,301
Net income / (expenditure) for the financial year	644,186	(29,778)	(16,344)	5,083	41,681	-	61,409	706,237
Gross transfer between funds	-	-	-	-	-	-	-	-
End of financial year	5,619,431	7,796	47,029	5,083	41,681	-	(1,482)	5,719,538

	2020 restricted funds movement							Total restricted funds S\$
	FSC fund S\$	HOPE fund S\$	ODT fund S\$	Postcare fund S\$	PC 2020/21 fund S\$	Expired fund S\$	Senior fund S\$	
Beginning of financial year	4,214,417	(99,020)	-	-	-	(69,982)	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	-	-	-	-	-	69,982	-	69,982
End of financial year	4,975,245	37,574	63,373	-	-	-	(62,891)	5,013,301

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2021

12. Funds movement – Senior fund breakdown

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

	2021 Restricted funds - Senior fund movement											Total Senior funds S\$	
	CBP-HKN S\$	CBP-TP S\$	CBP-Pioneer S\$	SC@BB S\$	SC@BGV S\$	SC@JM S\$	Cafe S\$	Little Kampong S\$	CREST-HKN S\$	Bless Our City S\$	EAL Well S\$		CST S\$
Beginning of financial year	(40,278)	(16,718)	(45,680)	-	-	-	212,591	-	(1,481)	123	(10,172)	(161,276)	(62,891)
Net (expenditure) / income for the financial year	(25,201)	(20,000)	(15,214)	(35,017)	(16,069)	(27,898)	(30)	-	10,630	(6,948)	(453)	197,609	61,409
End of financial year	(65,479)	(36,718)	(60,894)	(35,017)	(16,069)	(27,898)	212,561	-	9,149	(6,825)	(10,625)	36,333	(1,482)

	2020 Restricted funds - Senior fund movement											Total Senior funds S\$	
	CBP-HKN S\$	CBP-TP S\$	CBP-Pioneer S\$	SC@BB S\$	SC@BGV S\$	SC@JM S\$	Cafe S\$	Little Kampong S\$	CREST-HKN S\$	Bless Our City S\$	EAL Well S\$		CST S\$
Beginning of 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)
End of financial year	(40,278)	(16,718)	(45,680)	-	-	-	212,591	-	(1,481)	123	(10,172)	(161,276)	(62,891)

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2021

12. Funds movement (continued)

The FSC fund is restricted for the operations of the Family Service Centre (FSC) 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. REACH operates 2 FSC at Bishan and Sin Ming.

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 Postcare fund is restricted for the use of Singapore Boys Home Postcare programme. This is a MSF funded programme to provide "post-care" support of one year to help discharged youth offenders have a smoother transition and better reintegration into society.

The President Challenge (PC) 2020/21 fund was awarded to fund the Youth Prison Outreach programme.

The Expired fund comprise expired funding which were closed off in the financial year 2020. The expired fundings were Enhanced STEP UP (ESU), Streetwise Programme (SWP), Youth Enhanced Supervision (YES), President Challenge 2017 and under the Senior fund; the Our Little Kampong programme.

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 (HKN), Tanjong Pagar (TP) and Pioneer.

Senior centre (SC) funds is MOH's eldercare model serves to improve the health outcomes of seniors living in the community through provision of a suite of programmes to help seniors live healthier lives and support their aspirations to age in place. REACH operates 3 senior centres at Bukit Batok (BB), Bukit Gombak Vista (BGV) and Jalan Membina (JM) under this eldercare model.

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

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

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

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

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.

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2021

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.

14. Impact of COVID-19

The COVID-19 pandemic has affected almost all countries of the world, and resulted in border closures, workplace closures, movement controls and other measures imposed by the government.

Set out below is the impact of COVID-19 on the Society's financial performance reflected in this set of financial statements for the financial year ended 31 December 2021:

- (i) The Society has assessed that the going concern basis of preparation for this set of financial statements remains appropriate.
- (ii) The Society has considered the market conditions (including the impact of COVID-19) as at the reporting date, in making estimates and judgements on the recoverability of assets as at 31 December 2021.

As the global COVID-19 situation remains very fluid as at the date these financial statements were authorised for issuance, the Society cannot reasonably ascertain the full extent of the probable impact of the COVID-19 disruptions on its operating environment and financial performance for the financial year ending 31 December 2022. The Society will closely monitor the development of the COVID-19 pandemic and continue to evaluate its impact on activities of the Society.

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


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