



Journey **Together**

Annual Report 2017

REACH
COMMUNITY SERVICES



Vision

Touching Hearts,
Reaching Lives




Mission

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





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MANAGEMENT COMMITTEE AND GOVERNANCE



Front: Jimmy Yap, Sia Siew Kien, Jefferson Lee, Chan Hock Hui

Back: Soon Kim Tat, Kenneth Eng, Eugene Ong, Debbie Chow, Lam Kun Kin

Not in picture: Eunice Ng, Sin Lye Kuen

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

Sub-committee members

Audit	: Jefferson Lee Clement Chung Jimmy Yap
Human Resource	: Eunice Ng Eugene Ong
Finance & Fund Raising	: Lam Kun Kin Kenneth Eng Neo Kim Teck Tan Siew Poh
Strategic Development & Programmes	: Sia Siew Kien Chan Hock Hui Soon Kim Tat Sin Lye Kuen

GOVERNANCE

- i) Management Committee Meetings' attendance
- ii) Whistleblowing Policy
- iii) Conflict of Interest Management

	MC term 2015/2017	Attendance / No of meetings
1	Sia Siew Kien	3/3
2	Thomas Ow Yong	1/3
3	Chan Hock Hui	3/3
4	Rodney Chang	3/3
5	Jimmy Yap	3/3
6	Eunice Ng	3/3
7	Cham Lee Fin	3/3
8	Sandy Low	1/3
9	Patrick Liew	0/3

	MC term 2017/2019	Attendance / No of meetings
1	Sia Siew Kien	2/2
2	Jefferson Lee	2/2
3	Chan Hock Hui	2/2
4	Jimmy Yap	2/2
5	Eunice Ng	2/2
6	Lam Kun Kin	2/2
7	Eugene Ong	2/2
8	Soon Kim Tat	2/2
9	Kenneth Eng	0/2
10	Sin Lye Kuen	2/2

*MC for term 2017/2019 was elected with effect from 27 May 2017

Whistleblowing policy

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

The report may be made in writing by email to either the President or Chairman of the Audit Committee listed below:

	President	Chairman, Audit Committee
Name	Mr Sia Siew Kien	Mr Jefferson Lee Seow Chuan
Email	ASKSIA@ntu.edu.sg	lscjeff@gmail.com

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.

STAFF



REACH Family Service



REACH Counselling Service



REACH Youth Service



REACH Senior Service



REACH Corporate Support



PRESIDENT'S MESSAGE

It has been a great journey since REACH Community Services' humble beginnings in 1998. We started our Family Service Centre at Bishan in 1999, and grew from one touchpoint to five touchpoints in the last three years. Now, our programmes and services reach up to 3500 service users yearly, comprising the Family, Counselling, Youth and Senior Services. Our service users come from diverse backgrounds, including needy families, distressed couples, at-risk and community youths and lonely seniors.

Our Family Service handled a total of 436 cases in 2017, an increase from 418 cases in 2016. Similarly, our Counselling Service continues to reach out through counselling sessions, programmes and talks. The number of new cases increased from 277 cases in 2016 to 337 cases in 2017. The Youth Service saw a drop in the mandated guidance cases but an increase in SPMF cases. A new project 'The Unforgotten Youth' was launched by our Youth Service to raise the awareness of marginalised youths in our society. These youths got to showcase their talent by performing at the Istana for the President's Challenge Appreciation Night and also at The Fullerton Hotel Singapore for the Christmas Light Up Event. Our Senior Service serves the community in Bukit Batok as well as Jalan Membina. We have an average of 180 active senior participants involved in various

interest-based programmes. The opening of our Community Café at Bukit Batok attracted much media visibility as it fully illustrated the concept of seniors helping seniors. Every week, our senior volunteers prepare refreshing breakfast to serve the senior patrons who enjoy gathering at the café to socialize with each other.

In line with the Social Service Sector Roadmap launched by the National Council of Social Service (NCSS), we are also striving to meet emerging needs by working collaboratively with key stakeholders such as the MSF Social Service Office, Institute of Mental Health, National Healthcare Group, Housing & Development Board, Agency for Integrated Care, Singapore Police Force, AMKFSC, Bishan North CC and other agencies. We are also actively harnessing technology to streamline operation and improve efficiency. In our fundraising efforts in 2017, we used a mobile app (Project Tin Tin) for tin administration during our Flag Day, and another application DonorBox during our Charity Dinner for live fundraising update.

We have also strengthened the corporate governance for REACH to ensure that we uphold a high standard of transparency and accountability organizationally. For example, a formal whistle-blowing channel has been instituted to ensure that irregularities can be



Sia Siew Kien
President
REACH Community Services

reported without fear. I would like to thank the various Management Committee and Sub-Committee members who have provided oversight to different aspects such as Human Resource, Audit, Finance & Fund Raising, and Strategy Review. Staff retention and fund raising remain two major challenges for REACH. We will be paying more management attention to these areas in the coming year.

As REACH celebrates her 20th anniversary in 2018, we look forward to the launch of a new Senior Activity Centre in Bukit Batok and a new Family Service Centre extension at Sin Ming. Thanks to the generous support of our many stakeholders, sponsors, donors and volunteers, we are hopeful and excited about the journey ahead. May God bless you richly for believing in REACH!

CHIEF EXECUTIVE'S MESSAGE

REACH Community Services is grateful for the steadfast support of our partners, donors and volunteers in our journey to serve the Least, the Lost and the Lonely.

In 2017 alone, we had the privilege of working with new partners like Lee Foundation, Maritime and Port Authority of Singapore, Air Products Singapore Pte Ltd, Singapore Airlines Ltd and United Overseas Bank Ltd, Group Credit in our fundraising efforts. Together, with the support of our faithful partners, we were able to meet our yearly fundraising need of \$1.2 million.

REACH Family Service

In this second year of the adoption of the Code of Social Work Practice (CSWP) and the conversion of case management processes to the Social Service Net (SSNet) system, our social workers are reaping the benefits of the common practice and network system. It has allowed our caseworkers to implement systematic processes during their sessions with our service users, thus enabling our service users to take steps towards their goals.

In the Sin Ming area, needs assessment was carried out there so that we can understand and be prepared to meet the needs of the residents there holistically.

REACH Counselling Service

We believe that education is crucial as a form of prevention before situations become dire. Through various partnerships, we ran workshops and talks by our own trained professional counsellors on topics like Adversity Quotient, Marriage Resilience, Raising Emotionally Healthy Children, etc.

We are thankful to our partners like Citrus Media through the Blissful Outdoor Wedding Show (BOWS) and Family Life Council, an initiative by the Ministry of Social and Family Development

(MSF), through the Family365 programme, where we conducted workshops for participants. It was well-received by the participants and they indicated that they have benefitted from the topics shared.

With the help of our volunteer mediators, REACH Counselling Service now offers mediation services on issues like family or couple issues, divorce and children custody, financial conflict, parent-child issues as well as work-related issues.

REACH Youth Service

We were deeply disappointed when we received news that we were not chosen as an Integrated Service Provider (ISP) to provide MSF-funded guidance programme for at-risk youths.

Through this setback, our youth team regrouped to recalibrate, to continue applying their expertise and passion in creative ways to empower their youth service users as well as to stay relevant in the youth scene. This is the same spirit we impart to our youth service users and what more than to exemplify it?

In 2018, we will work with the prison to empower families and youths whose family members are incarcerated.

REACH Senior Service

In 2017, REACH Senior Service's implementation of the Community Befriending Programme by The Council for Third Age (C3A) was in full throttle. Our group of volunteers visit lonely seniors and befriend them, making at least two home visits and two phone calls to them monthly.



Ho Siew Cheong
Chief Executive
REACH Community Services

We also celebrated the official opening of REACH Community Café. It was an idea suggested by Dr Amy Khor based on an ibasho café in Japan. Now, at 417 Bukit Batok West Ave 4, seniors serve one another, forging friendships and reliving the kampong spirit. It was a bonus to know that the café is well-received by our seniors as well as the media.

Extending our service to the senior community in Bukit Batok, we were awarded the bid to operate Gombak Vista Senior Activity Centre.

We look forward to serve and engage the seniors of Jalan Membina, Bukit Batok and Bukit Gombak meaningfully and actively.

"A journey of a thousand miles begins with a single step" - Chinese philosopher Laozi

Our journey to bring hope to our service users would not be fruitful if our partners, donors, volunteers and service users had not taken that first step of faith and we are gratified that many had done so. As we approach our 20th anniversary in 2018, we look forward to even more fruitful partnerships!

CORPORATE ENGAGEMENT

2017 was an eventful year for REACH Community Services. We would like to express our deepest gratitude to our stakeholders, key partners, corporate/individual donors and volunteers for giving their time, talents and treasure in one way or another to support our cause. Thank you for your generosity and charitable heart.

Special mention:

ACI Singapore

Air Products Singapore Pte Ltd

Cargill International Trading Pte Ltd

Credit Bureau (Singapore) Pte Ltd

Gammon Construction Pte Ltd

Grace Assembly of God

Hewlett Packard Inc

Innervate Fitness

Informatics Education Ltd

Lee Foundation

Maritime and Port Authority of Singapore

Shangri-La Hotel of Singapore

Singapore Airlines Ltd

Starhub Ltd

TeamBuild Construction Pte Ltd

United Overseas Bank Ltd, Group Credit

1. Hewlett Packard Inc (HP Inc) 20 January 2017

HP brought much festive cheer through sponsoring A Meal Together to celebrate Chinese New Year with 100 lonely seniors.



2. Informatics Education Ltd (IEL) Eight evening classes

It is our 3rd year running for another meaningful partnership with IEL. A total of 20 lady beneficiaries took up the free IT Skills course by IEL to increase their chances of employability and job advancement and 10 youths took up the Digital Security Course.



3. Maritime and Port Authority of Singapore (MPA)

Our service users benefitted from the activities:

1. Family Day outing at the Zoo
2. Children's Day celebration
3. Lunch time talk for MPA staff about our cause
4. Charity Flea Market



4. Shangri-La Hotel, Singapore (SLS)

Into our second year for the Embrace Community Programme which involved financial support and volunteerism from Shangri-La Hotel, Singapore.

The programme consists of:

1. Foodcare Programme
2. Home Improvement Programme
3. Youth Education Support and Mentoring for at-risk youths
4. Bursary and tuition sponsorships



10 of our youths were also chosen to be mentored and trained by Shangri-La Hotel, Singapore for Food & Beverage Operations and Culinary skills.



5. Cargill International Trading Pte Ltd

Cargill Foodcare programme ensures our low-income families and isolated elderly have access to healthy and nutritious food regularly despite their difficult circumstances.

Cargill's staff helped to distribute groceries and supermarket vouchers to over 140 households.

200 families enjoyed a memorable family bonding time at Cargill-REACH Family Day on 2 June 2017 at the Singapore Discovery Centre.



6. Air Products Singapore Pte Ltd

20 youths toured Air Products Senoko plant where they experienced interesting, hands-on activities planned by the staff.

Our service users benefit from:

1. Bursary and tuition sponsorships
2. School Holiday Programmes (where they learned discipline, team work and social interactions with other youths)



FUNDRAISING EVENTS

1. REACH Charity Golf 2017 19 May 2017

Together with Gammon Construction Singapore, our co-partner, we organised our third annual Charity Golf. A total of 144 golfers teed off at Seletar Country Club for a good cause to support the needy; where \$250,000 was raised.

A special thanks to Whatt Wah Petroleum being the event sponsor, Gammon Construction and her business partners, STARHUB, Singapore Airlines and Singapore Pools for their donation and sponsorship that made this event a success.



2. REACH Charity Dinner 2017 7 September 2017

Over 400 guests were present at our Charity Dinner at Shangri-La Hotel.

Mrs Josephine Teo, Minister, Prime Minister's Office & Second Minister for Manpower & Second Minister for Home Affairs was our Guest-of-Honour.

We also had Mr Joshua Tan, local celebrity from Ah Boys to Men to volunteer as our emcee. Volunteers from REACH Senior and service users from REACH Youth performed as part of the line-up of entertainment.

We raised \$260,000 that evening to help in funding our services and programmes.



3. Paddle for Life 2017 8 October 2017

Our signature dragonboat fundraising event was held at Orchid Country Club in support of our youth programmes for youths-at-risk.

Over 30 teams participated in the battle including teams from MINDS, Shoulders SG and Grace Orchard in the Adaptive Category to promote inclusiveness and as part of our youth unforgotten movement.

We raised over \$120,000 through this event!

We give our heartfelt thanks to Air Products, HP Inc, Air Liquide Singapore Pte Ltd, Marina Bay Sands Pte Ltd and Grace Assembly of God for their generous giving and Dragon Boat Innovate for their support, and not forgetting the hardworking team of volunteers and staffs for making this event possible.



Participants on a dragonboat paddling hard in a tug-of-war game at Paddle For Life 2017.

4. Operation Broken Wing 2017 28 October 2017

It is our 4th year fundraising with Innervate Fitness through Operation Broken Wing in support of our Unforgotten Youth Movement. More than 600 athletes including 50 youths from REACH Youth Service and supporters from different CrossFit boxes, young and old took part in this community fitness event.

Mr Baey Yam Keng, Parliamentary Secretary, Ministry of Culture, Community and Youth graced the event and worked out with the participants. Together, we raised over \$230,000!



5. REACH Flag Day 2017 2 December 2017

Our second Flag Day welcomed 600 volunteers, young and old coming together for our cause. This time, new technology was introduced to improve our tin registration (through Project Tin Tin) and try out cashless donation (through Donorbox's mobile application). Together, we collected around \$100,000 from street collection, individual and corporate donations. A shout-out to all of our volunteers who made this Flag Day a happening one!



ToteBoard

We would like to acknowledge the support of ToteBoard for its funding in support of all our fundraising events.

REACH BURSARY AWARD AND MENTORING PROGRAMME

13 January 2017

We held our 9th REACH Bursary Award at Hong Kah North Community Club and have the privilege once again to have Dr Amy Khor, Senior Minister of State, Ministry of the Environment and Water Resources & Ministry of Health as our Guest of Honour.



The award recognises students who have the potential to improve in their academics and character through our programme.

Our deepest appreciation to Air Products Singapore Pte Ltd, Credit Bureau (Singapore) Pte Ltd, Grace Assembly of God Singapore, Shangri-La Hotel Singapore for their generous contribution towards this programme.



REACH FAMILY SERVICE

2017 has been an exciting year for me as I joined REACH Community Services Society as Head of Family Service.

Riding on the momentum of embracing the many changes in the Family Service Sector where the Code of Social Work Practice (CSWP) and the conversion of case management processes were put into place and practice to move the FSC services to a more client-centric practice, the new mandate would be to grow deeper into the professional development of the staff to equip them with the skills and knowledge to handle complex cases and provision of an effective and efficient service in meeting the needs of our clients.

The FSC has done well to meet the needs of the clients where case management continue to be the main focus, followed by community outreach services and group work. On our casework and counselling, we saw an increase of active caseload of 20 percent and improvement in competency of staff for work processes as all staff are trained in on-boarding courses to be efficient in the application of using the CSWP in case management. To further improve the clinical skills of the staff, the FSC had engaged external supervisor to provide clinical supervision and training in specialized areas, such as Family Violence and Suicide Intervention Skills.

Other key accomplishment was seen in our Community Outreach Services where the staff were actively involved in Meet-the-People Sessions (MPS) and held two stakeholders meetings with our community partners and representatives from MSF Social Service Office, Institute of Mental Health, National Healthcare Group, Housing & Development Board, Agency for Integrated Care, Singapore Police Force, AMKFSC, Bishan North CC in case consultation on complex cases handled by the FSC. It has been a great platform to tap on each other's resources and expertise to provide holistic care management to our clients.

The staff were proactive in conducting Women Therapeutic Groupwork, Parenting Workshop and Financial Literacy Programme in reaching out to families who struggle with parenting issues. Participants' feedback for the group work was very positive and had requested for continuation of the group work.

In moving forward, the FSC will focus on deepening and sharpening of staff casework & counselling skills to provide an effective client-centric service. There are plans to build and expand on specific skills training such as specialized training in Family Therapy and skills in clinical supervision with emphasis on cases with high risk concerns and prevention of risk escalation.



Grace Lee
Head
REACH Family Service

Also, REACH FSC has secured a branch FSC site at Blk 409 Sin Ming Avenue. The branch FSC will likely be ready by 4th quarter of the year 2018. The staff had already started the ground work in reaching out to the residents in the new rental flat at Blk 410 Sin Ming Avenue where needs assessments had been conducted with almost 100 families and distribution of food rations to the families in the new rental block.

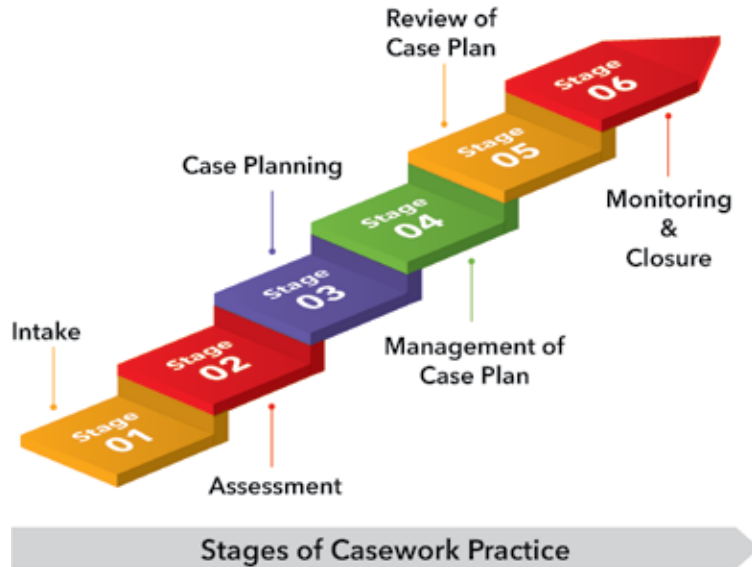
We are looking forward to reach out to many more families through the growth in our services and to fulfil God's mandate to protect the vulnerable, empower the weak, enable the needy as we strive to share God's Love and to inspire Hope where every family can experience empowerment and hope restored.

Overview

In 2017, REACH Family Service is part of Ministry of Social and Family Development and the sector's ongoing efforts to integrate Casework and Counselling, Community work and Group work to meet client's needs holistically. Casework and Counselling are direct services approaches to help families and individuals in their stress to explore ways of resolving and handling their social and emotional difficulties. Through these, families and individuals are helped to regain stability and independence.

Casework

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



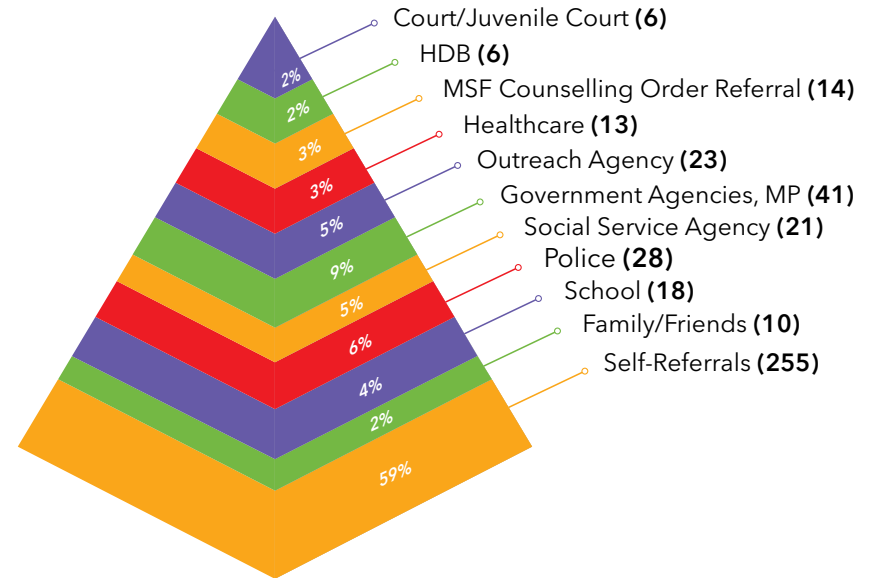
Intake

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

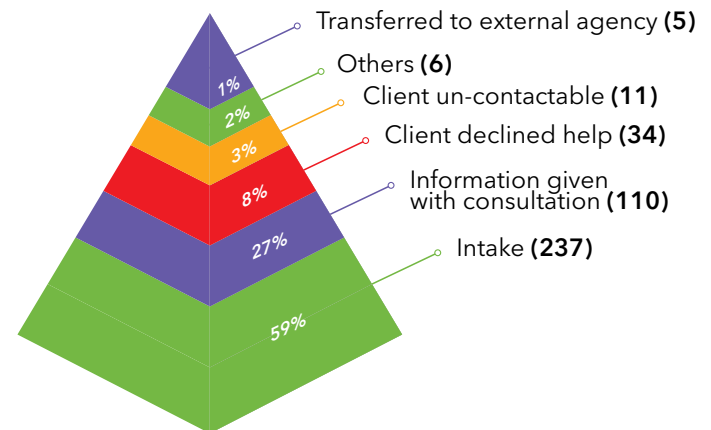
All intake sessions are handled by professional staff, who are equipped with the knowledge and capacity to assess needs and identify risks that may require crisis management. Thereafter, all staff are trained to develop flagging down skills to the casework level for more in-depth assessment and intervention.

In 2017, REACH FSC attended to 435 enquiries, of which 94% proceed to be handled as FSC intakes, an increase of 42% compared to the previous year.

Sources of Enquiries



Outcome of Enquiries



Case Management

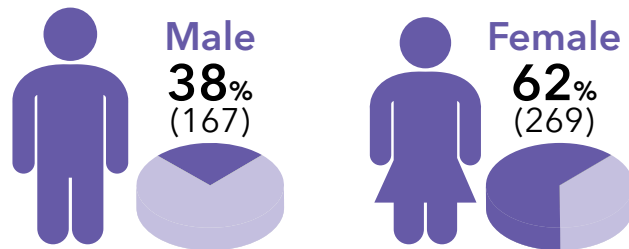
In 2017, REACH FSC handled a total of 436 cases.

Profile of New Cases in 2017

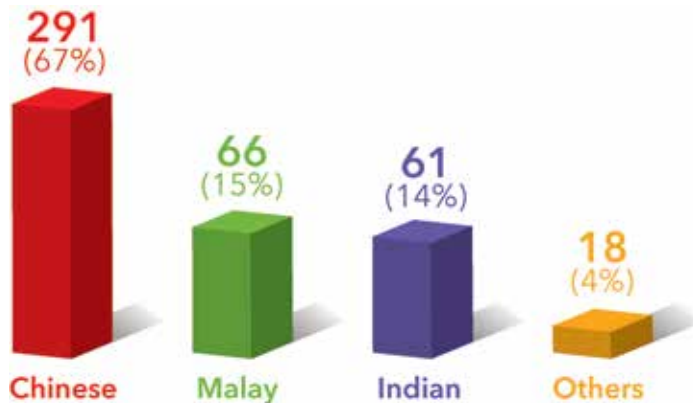
A comparison with 2016 is shown below:

	2017	2016
Number of cases in Jan	233	238
Number of new cases	203	180
Number of closed cases	94	185
Number of cases at Dec	342	233
Total number of cases handled	436	418

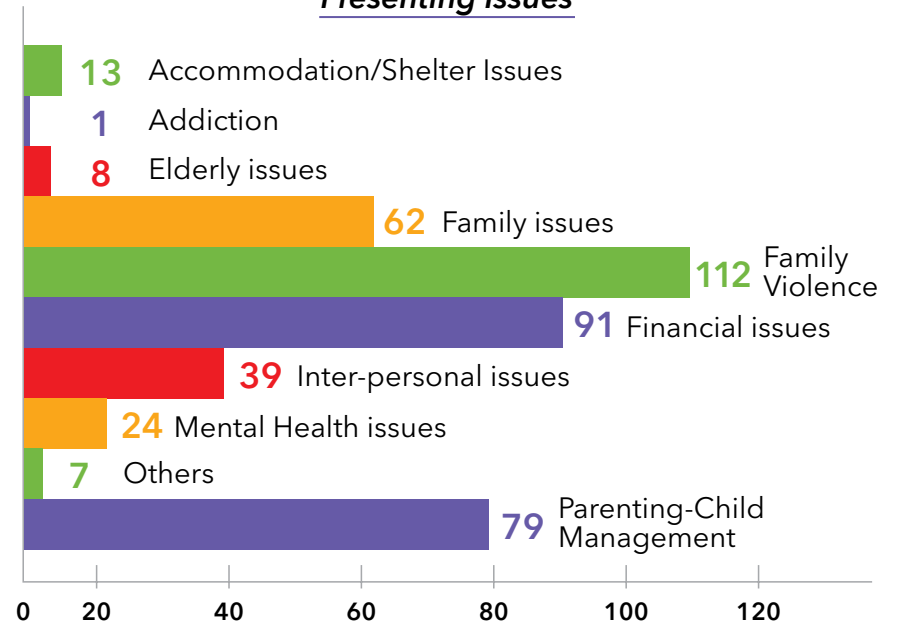
Gender



Ethnicity



Presenting Issues



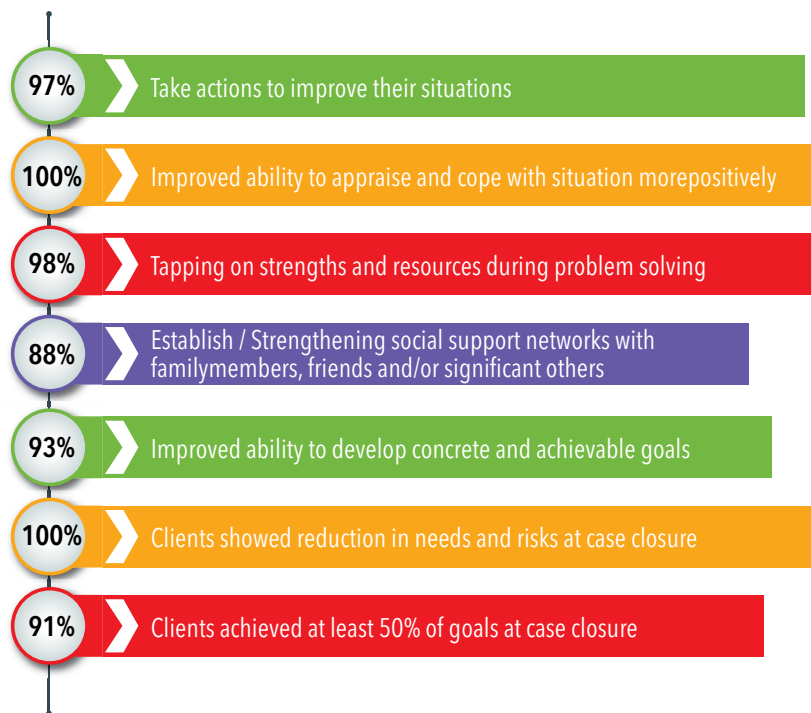
The top presenting issues to be the Family Violence (26%), Financial Issues (21%) and Parenting-child management (18%)

Group Classification

Group Classification	% and No. of total cases	Issues and risk presented
2	377 (86%)	emerging risks and low complexity of needs; financial, parenting, marital and housing cases with low risks
3	45 (10%)	escalating risks and high complexity of needs; mental health issues
4	14 (4%)	high risk cases; domestic violence which includes spousal, child and elder abuse, as well as suicidal risks

Case Closure Outcome Indicators

Our case closures achieved good outcome generally, as shown by the MSF introduced indicators.



Family Violence Mandatory Counselling Programme

In year 2017, REACH FSC handled a total of 14 cases which was referred by the MSF under the Mandatory Counselling Order (CGO).

The Mandatory Counselling Programme (MCP) which is mandated by the Family Court for individuals who perpetrate or experience family violence, becomes part of FSC Casework intervention. The MCP is supported by a module in SSNet. The MCP interventions are consistent with CSWP Practice, i.e. intervene holistically for the whole family, not just victim and perpetrator.

Staff Development

In 2017, all professional staff received individual clinical and group supervision by their supervisors and by an external clinical consultant. The training and supervision sessions focused on enhancing the core competencies for professional staff so that they can be better equipped to help their clients deal with the increasingly complex social issues.

Some of the key training and development for REACH FSC staff conducted in 2017 and projected for 2018:

Training Information	Trainer	Outcome 2017	Projected 2018
CSWP Onboarding course	Social Service Institute	all staff became certified and users of FAST	All new staff
CSWP Training and supervision	2017 - MSF Master Practice Leader Ms Seah Kheng Yeow 2018 - MSF Master Practice Leader Ms Seah Kheng Yeow and Master Practice Leader Ms Han Yah Yee	Improve in competency of casework processes for effective risk assessment, case management and intervention. Working with people with suicide and Family violence	1) Serious Case Reviews (SCRs) 2) Flagging System / Vulnerable person centricity 3) Supervision 4) SOP on the management of cases with risk concerns 5) Documentation on intervention and assessment of case
Supervisor Supervision	2017 - MSF Master Practice Leader Ms Seah Kheng Yeow 2018 - MSF Master Practice Leader Ms Seah Kheng Yeow and Master Practice Leader Ms Han Yah Yee (6 months Jan-June 2018)	Sharpen the supervision process	1) Serious Case Reviews (SCRs) 2) Flagging System / Vulnerable person centricity 3) Supervision 4) SOP on the management of cases with risk concerns 5) Documentation on intervention and assessment of case

REACH FSC adheres closely to the training roadmap introduced by MSF.

MSF Training Roadmap	No of staff attended
CSWP onboarding training	All
Management of Family Violence (Introduction)	10
Management of Family Violence for MCP	2
Applied Suicide Intervention Skills Training (ASIST)	5
Working effectively with systems	11
SSSG/CARG	3
Structure Decision Making (new training)	0

Financial Assistance for Low Income Families

REACH FSC administered the following financial assistance to our low-income clients in 2017:

	2016	2017
Straits Times School Pocket Money Fund		
Primary School students	14	4
Secondary School students	15	1
Post-Secondary (ITE/ Polytechnic) students	4	2
FSC Discretionary Fund		
Families received NTUC grocery vouchers and cash disbursements	53	48
FSC ComCare Fund		
Families received NTUC grocery vouchers and cash disbursements	7	14

Community Work

Home Improvement Programme



Students from Kuo Chuan Presbyterian Secondary School getting their hands dirty. After HIP (right).

The Home Improvement Programme (HIP) assists low-income families in enhancing their home environment. In collaboration with various stakeholders from schools and corporations, the programme seeks to empower both clients and volunteers alike in the decision-making process.

"Both my husband and myself are happy to receive help from Kuo Chuan Secondary School, I don't know what I will do without all your help... "

- Mdm Wong (Client who benefited from HIP due to her asthmatic condition)

Programme Esperanza and Nurture 3.0

Programme Esperanza (PE) was designed to provide school-going children from low income and multi-stressed families, a platform for well-rounded development in terms of academic support, character building and self-development. For the second year running, REACH Family Service Centre collaborated with Central Singapore CDC on Nurture 3.0, a 40-week academic programme for children aged 7 to 12.

For the first time, secondary school participants initiated 2 Service Learning projects:

1. Raised funds by selling tote bags and cards designed by the participants, at the Sentosa Boardwalk Bazaar.
2. Organised a day-long event to engage the seniors of GoodLife! Makan.



Many **PE participants** achieved an overall improvement in their **academic performance**, an increase in **self-esteem** and a heightened **sense of responsibility**.

Details of PE

Students	2016	2017
Primary School Student	41	54
Secondary School Student	22	24
Volunteers	64	53

Out of all the participants in PE, 39 are recipients of the REACH Bursary Award 2017.



Weekly PE session involves student volunteers giving academic tuition to our beneficiaries.



Service Learning at GoodLife! Makan

Group Work

Power Parents Parenting Support Group 2017

The parenting support group was held every fourth Saturday of the month. The sessions were filled with fun games and useful tips on how parents can build a stronger relationship with their child.

Topics covered include:

1. How to Communicate That Your Child Listens
2. How Developmental Stages Affects Your Child
3. Understanding Peer Pressure
4. How Marital Relationships Affects Your Child
5. Parenting Burnout and Overcoming Them
6. Healthy Browsing
7. Complementing Your Child's Love Language

Sessions facilitated by:

- Volunteers with school counselling background
- Touch Cyberwellness
- Staff of RCSS



Financial Literacy Programme (FLP)

FLP aims to:

- help low-income families to cultivate a regular savings habit through positive incentives
- strengthen family bonds through achieving set financial goals together and
- expand social support network through psychoeducation and a support group component

Topics covered include:

- 1) Making sense of your expenses
- 2) Spending within your means
- 3) Financial Stress Management
- 4) Growing your money and saving up for the future
- 5) Financial Day Camp - Seminar + Experiential Learning

External speakers:

- Institute of Financial Literacy (IFL, Singapore Polytechnic)



REACH Women Therapeutic Group 2017

This is the second year of the women therapeutic group. Previously called the "Super Mum Club", the group is for mothers only. The women came together for a period of 8 sessions, supporting one another.

Feature: We created a safe platform for all women to share their deepest thoughts and worries. In one of the sessions, a participant told the group that she was worried for her son who had left home without a reason. The group came together and provided emotional support. The group facilitator went a step further by praying for the son's return. The participant came back next week and delivered an amazing testimony: her son has returned home.

At the end, participants felt empowered with a deeper awareness of their role as a mother, more confidence and an improved self-image.

7 topics covered with 1 celebration activity:

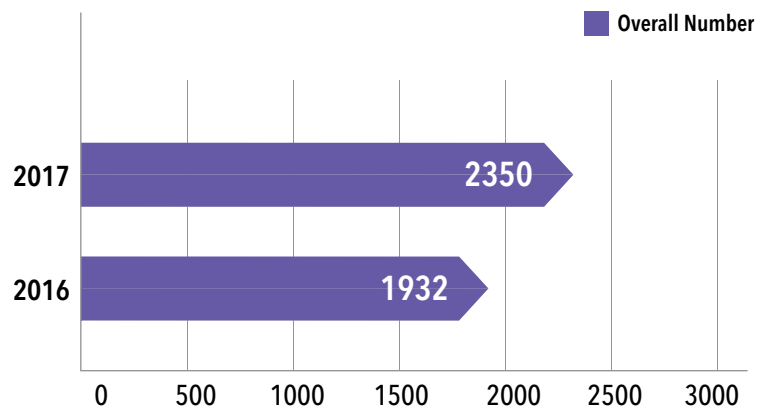
1. Introduction and roles
2. exploring self
3. empowering self
4. self-impacting role of a mother
5. societal implication of role of single mother
6. self-expectations (1)
7. self-expectations (2)
8. celebrations

Each session is attended by up to 14 women and sessions are conducted by the social workers at REACH Family Service.

Outreach

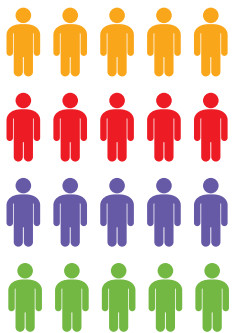
Overview

REACH Family Service Centre (FSC) is committed to ensuring that our community thrives by providing quality service, meaningful engagement with both residents and stakeholders. The Outreach team has gone an extra mile this year in its outreach to raise awareness on the needs of the community, attaining a 21 per cent increment by outreaching to 2350 household as compared to 1932 household from the previous year.



Bishan Toa Payoh Bursary GRC CCC Bursary 2017 22 January 2017

Our Family Service team reached out to the residents awaiting the annual Bishan-Toa Payoh GRC CCCs Bursary Awards Presentation Ceremony.



Over **200 residents** and their families visited our booths that day and had a **better understanding** of the **available services** and **programmes** offered by **our centre**.



"Project Can REACH" with Bishan East CC Youth Executive Committee (YEC)

This is the second year where Mr Chong Kee Hiong, MP for Bishan East - Thomson district and the youths from Bishan East CC YEC organised a mass can collection project within Bishan East vicinity in the month of March.

With the collaboration of kind-hearted residents who donated their canned food products, the food products were subsequently packed into 60 food rations packets for 60 of the children who are currently enrolled within our academic support programme.



Silver Food Rations



Silver Food Rations (SFR) is run once a month by members of Grace Assembly of God Singapore. SFR volunteers are led by Mr Michael Lai who are committed to engage and serve the 195 households of needy, elderly, immobile clients and families with young children.

Community Walk, Brochure Distribution & Festive Season Outreach

“When interacting with clients, we first need to have a bond with them and how this bond is created is to be open and really be like a friend to them [while keeping in mind our boundaries as social workers].....”

-Sherine Ma, Intern with RFSC

The coordination of Community walk, Brochure Distribution, School Outreach and Festive Outreach helps us to recognise and utilise the available resources within the community. This has enabled us to meet the needs of our service users better through the collaboration with our stakeholders.



Meet-the-People Session



School Outreach at Kuo Chuan Presbyterian Secondary School

School Holidays & Community Events

20 November 2017 - CHIJ Day Camp

Organised by CHIJ Badminton team, beneficiaries of REACH FSC were given the opportunity to enjoy a fun-filled day of games and exercises at Bishan Park. The day ended with the beneficiaries being treated to the movie, Justice League.



5 June 2017 - Learning Journey @ Kampung Kampus

In collaboration with our community partner - StarHub, our beneficiaries enjoyed an enriching morning with an interactive tour of Kampung Kampus. They also participated in an upcycling workshop where they created and brought home pallet wood hand-made pencil cases. A plant-based lunch then wrapped up this fruitful learning journey for the beneficiaries



25 March 2017 - Learning Journey @ Sentosa Boardwalk

Secondary school PE participants initiated this service learning project during their March school holidays. Through this service learning, they have managed to put into practice what they have learnt in the programme. By displaying communications and organisational skills, the students have successfully raised funds by selling self-designed tote bags and cards at the Sentosa Boardwalk Bazaar.



Funday Fridays

Funday Fridays - a project initiated by Girls Brigade from Kuo Chuan Presbyterian Secondary School, aims to reach out to beneficiaries of REACH FSC. Held every Friday afternoon, the team reaches out to primary school students to conduct study sessions as well as offer befriending support through fun and games.

REACH COUNSELLING SERVICE

REACH Counselling Service welcomed the consolidation of the HOPE Mentoring team and the Counselling team in April 2017. This means that all counselling resources are managed centrally and allow us to map our manpower strength and to provide more holistic support to our clients.

We are able to combine resources and time for collaborative and integrated learning (which means cost saving in training); more cross-learning between the different tracks in marital caseworks and mentoring programme (which means building counsellors competency).

I am happy to share our successes in our counselling work. In 2017, our new cases increased by 22% while 53% of our closed case clients reported they have achieved their set goals during the session.

We are encouraged by the positive feedback from our clients like: -

"I feel very comfortable in confiding with my counsellor. Really appreciate the services rendered. Excellent job!"

"Counsellor listens with empathy. It is easy for me to express my worries and doubts to my counsellor. Thanks!"

"Thank you! I know myself better and understand my spouse better."

"Able to communicate openly, especially for my

husband who tends to close up."

Consistently, the bulk of our clientele comes from the 30's to 40's age group. The increased new cases shows people are more forthcoming to seek help and that counselling will continue to be relevant and needed by many. Marital relationship continued to be the main (74%) presenting issue where REACH Counselling has established marital counselling for since 10 years ago.

Citrus Media conducts the Blissful Outdoor Wedding Show (BOWS) three times a year. They allow us to broadcast our services, events, marriage preparation programme and articles on their website to reach out to their pool of clients. We also have the privilege of conducting marriage-related workshops during BOWS.

Another successful collaboration is with the Syariah Court. We see an increase of 91% new cases referred to us as compared to previous year 2016. Feedback from Syariah Court also showed positive results that 78% of our closed cases resulted in reconciliation. We rejoice that our counsellors and volunteers have made an impact on couples' decision to reconsider and save marriages.

REACH Community Services is one of the approved agencies that provide the HOPE Mentoring Programme. HOPE Scheme, initiated by the Ministry of Social and Family



Jessie Koh
Head
REACH Counselling Service

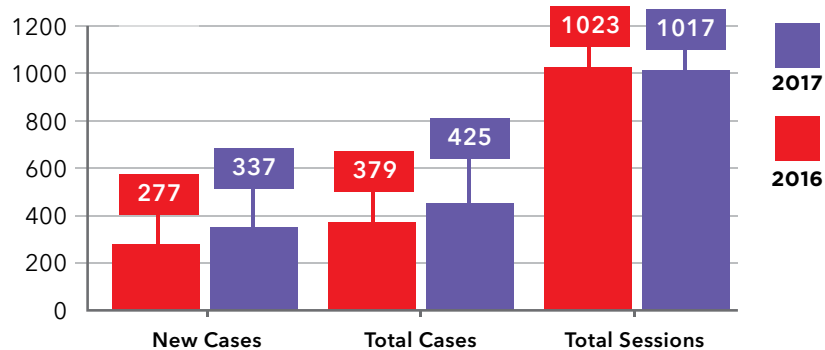
Development, supports low-income families to break out of the poverty cycle through skills upgrading and better management of resources.

Due to the strong collaborative effort of our volunteers, partners and stakeholders, REACH Counselling Service continues to provide a safe haven to many distressed couples and peace for those who are stressed out in our fast-paced society.

My heartfelt appreciation to my dedicated team of staff for their remarkable work, and our volunteers, partners and stakeholders who believe in us and support our work. You resonate with us in "celebrating love and embracing growth" and truly indeed together we can do more and the fruit of our labours have truly benefited many lives and families to live a more fulfilling and a better life.

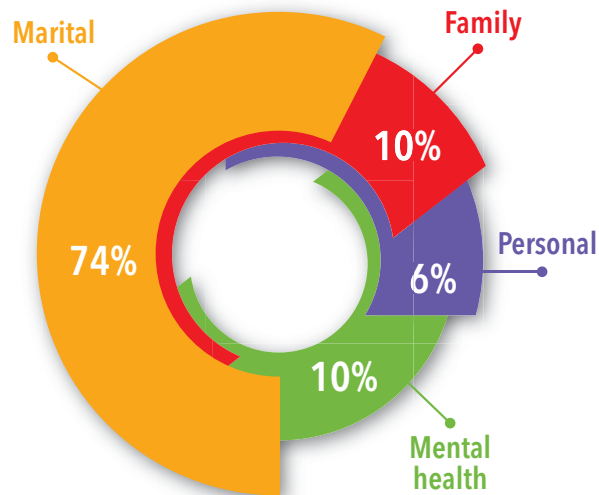
COUNSELLING

REACH Counselling provides face-to-face counselling. Despite having one less counsellor, we managed to take up 22% more new cases and oversee a total of 1017 sessions, slightly lower as compared to last year.



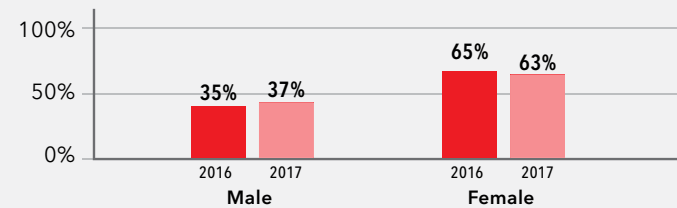
Presenting problem

Marital Relationship remain the top concern that clients sought help, followed by mental health issues related to stress, anxiety, depression or anger.

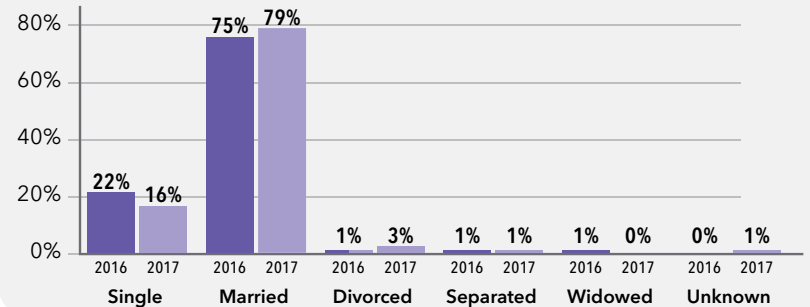


Client Profile

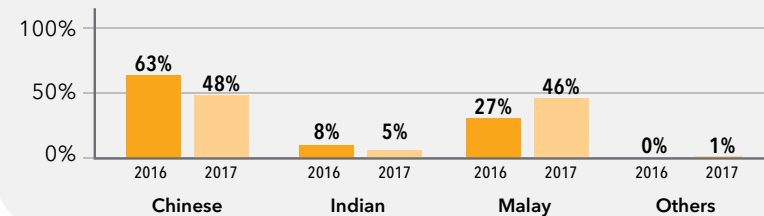
Gender



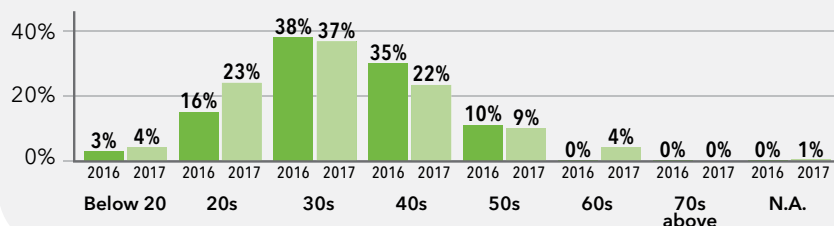
Marital Status



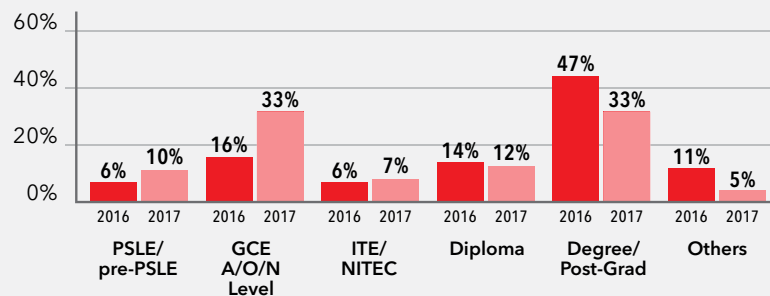
Race



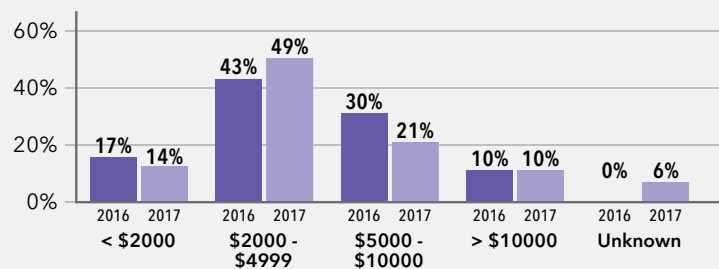
Age



Level of Qualification



Monthly Household Income



CORPORATE TALKS & TRAINING

In 2017, we conducted nine different talks attended by 200 participants.

S/N	Organization	Title	Date in 2017	Speaker
1	HDB	A Toolbox of Relationship	17 Feb	Thomas
2	HDB	Love vs Limit	22 Sep	Winny
3	MSF	Improving Your AQ	14 Sep 3 Nov	Thomas Thomas
4	RCSS FSC	Effect of Marital Relationship on your Child	24 Jun	Thomas
5	RCSS FSC	Understanding your Child's love language for better parent-child relationship	26 Aug	Kenny
6	Citrus Media	Talk on Marriage Expectation	7-8 Jan 6-7 May	Thomas Kenny
7	Citrus Media	Talk on Love vs. Communication	14-15 Oct	Thomas
8	Blissful Bride Café	Valentine's Day Talk	14 Feb	Thomas
9	Public	Raising Highly Emotional Children	24 Jun	Kenny & Winny

1. One, Two, Three or Six? Marriage Preparation Programme (MPP)

REACH Counselling Service believes in equipping couples who are getting married with the knowledge and skills necessary for a good foundation in a strong and resilient marriage.

2017 marks our 10th year of collaboration with MSF to run the "Marriage Preparation Programme" (MPP). We had a total of 26 couples that have joined us for the programme in both the Group and Individual MPP. We had 15 couples for 3 runs of the Group MPP in March, June and October. For the 11 couples that have joined us for Individual MPP, they have benefitted from the one-on-one session

For the Minor MPP, we had 9 couples from January to May, however we no longer offer Minor MPP with effect from June 2017.

The following are some of the positive comments from some of the couples who had participated in the MPP in 2017:

“ Good programme, enhanced understanding of the key ingredients to a successful marriage ”

“ MMPP really puts everything into perspective and helped me a lot to what I have to go through together with my partner ”

“ The workshop provided practical tips and generated awareness for couples to take note on their journey together ”



2. Blissful Brides Outdoor Wedding Shows (BOWS)

We partner with Blissful Brides Café to give talks at their Blissful Brides Outdoor Wedding Shows (BOWS). The one-hour talks for couples who attended BOWS aims to help them better prepare for their marriage.

The topics covered in 2017 are as follows:

1. "Start Right, Stay Strong" - January and May
2. "Love vs Commitment" - October



Some comments from the participants are as follows:

“ A very meaningful & enriching talk shared by presenter. ”

“ Good to know more about relationship with in-laws and parents. ”

3. Blissful Brides Café : Valentine's Day Celebration

A Valentine's Day Celebration was jointly organised by REACH Counselling Service and Blissful Brides Café for 10 couples at Blissful Brides Café premises on 14 February. The couples were treated to a night of fun and sharing, which started with a buffet dinner, a mini auction and a talk given by REACH Counselling on the topic of "Love That Inspires".



MSF PROGRAMME MARRIAGE CONVENTION

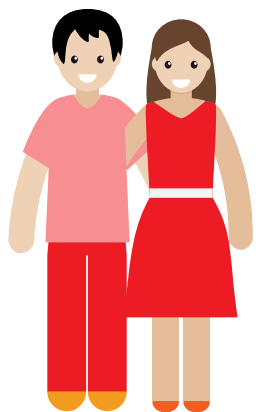


We are honoured to be invited by Ministry for Social & Family Development (MSF) to participate in the Marriage Convention from 11-12 March 2017. A booth was specially set-up for REACH Counselling Service to showcase and promote our services and programmes.

Syariah Court Mandatory Counselling Programme

2017 marks the 3rd year running that we continue to support Syariah Court (SYC) as one of the 13 appointed agencies to help Muslim couples and families who have filed for divorce. Since being the only non-Muslim agency to be appointed by SYC in 2015, we are proud to announce that we have come a long way in helping couples and families find their own solutions to their problems or helping them part ways amicably if they do decide to end their marriage.

Our Counsellors are more than equipped to handle the multitude of issues and challenges that these couples face, namely infidelity, violent relationships, addictions and in-laws issues. We also get to better understand their culture and some of their religious teachings towards marriage. For counsellors in RC, we are also kept abreast of the latest divorce processes and the latest counselling practices from other agencies when we meet quarterly to share our inputs. Thus, this creates a network of ready and appropriate support whenever we need to call upon help.



With our close attention and monitoring of **SYC cases**, we are also proud to announce that we have achieved a significant increase in couples seeking **reconciliation** after they had filed for **divorce initially** (78% of closed cases).

This achievement is due to our Counsellors' steadfast mission to serve all couples with genuineness and empathetic understanding, making the client as the centre of therapy.

Below is one such testimony of a reconciled case:

Ahmad and Siti is a newly married couple in their early 30s. They were staying with their in-laws for a short period of time before their BTO flat was ready. After 4 months, they moved in to their new BTO flat just in time for Hari Raya. Both of them were excited as well as their extended families. However, their joy was short-lived. Due to their difference in working schedules, Siti was afraid to go back to her new home after her afternoon shift ended late in the night as the new estate was rather quiet when she came home. Therefore, she decided to stay overnight at her own family's home. This didn't go down well with her husband Ahmad, who expected his wife not to stay apart from him as that would suggest to her parents that her husband is not capable of taking care of her.

Secondly, Siti's independent streak was beyond Ahmad's expectation. Soon, the couple quarrelled frequently and it became a major issue for them. They began to drift apart and felt more distant from each other. Finally, they decided to get professional help and their case was referred to us by SYC. One of our counsellors promptly attended to them.

Subsequently, over the course of three counselling sessions, the counsellor was able to build a strong therapeutic relationship with both of them,, through expressing empathy to both spouses. They felt secure and safe to discuss their perspectives, challenges and couple issues with full honesty and without reservations. The counsellor helped the couple to identify their underlying causes of conflicts and shared some insights into what are some possible options and solutions to manage those challenges that the couple faced. They were asked to try those options out after sessions and see if the outcomes worked for them. They were motivated to work through their issues and eventually, their efforts paid dividends. They made significant progress. Conflicts subsided. Most importantly, they managed to connect emotionally again and rekindled what had been lost or missing. In the process, they also learned a few new communication techniques to communicate effectively. They departed counselling with new found perspective of their relationship and admiration for each other.



We are the only non-Muslim agency at the presentation ceremony. Our Senior Counsellor, Winny gladly accepted the Plaque from Ms Siti Aishah Hashim, the Assistant Director of Syariah Court.

FAMILY 365 TALKS

RESILIENCE; IMPROVING YOUR ADVERSITY QUOTIENT

1. MSF ON 14 SEPT 2017 BY THOMAS LIM
2. PSD OFFICE ON 3 NOV 2017 BY THOMAS LIM



Feedback from audience

“ *Very Engaging & Beneficial session.* ”

“ *Mr Thomas Lim is a very good speaker.* ”

HOPE Scheme

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

REACH Community Services (RCSS) is one of the several appointed agencies of this scheme since 2011. Under the scheme, families receive multifaceted incentives in housing, education, employment and training aimed at helping them to better their socio-economic status.

HOPE Mentoring

To demonstrate the high level of commitment in the scheme, RCSS recruited four trained counsellors serving as HOPE Mentors and one Senior Programme Executive to serve the 721 families in the North-East, Central and Western region of Singapore.

Our team worked tirelessly in 2017 with our clients.

- We provided the social and emotional support in journeying with them through their 'highs and lows' in the bi-annual sessions, and families with complex issues requiring additional mentoring sessions.
- We walked the extra miles to link them up with community resources:
 - (i) SINDA's Deepavali festive vouchers;
 - (ii) Milk Powder and Diaper donations;
 - (iii) Financial Assistance for Skill upgrading via Foundations and philanthropists; and
 - (iv) Generous donors in household appliances and furniture.
- We motivated them to attend workshops in
 - (i) Parenting;
 - (ii) life-skills courses in Basic IT/Bookkeeping & Leathercrafts and
 - (iii) any other WSQ courses deemed appropriate, to upgrade their skills for greater employment opportunities.

With the tenure of the new three-year contract as of Oct 2015, our team achieved higher rating each year for the past 3 years. In 2017, there is a leap increment of 6% in the Satisfaction rating in comparison to 2016.



Basic IT Course @ INFORMATICS



Satisfaction Rating Report

Support Group

On top of bi-annual mentoring sessions, the HOPE Scheme seeks to benefit clients through activities that would promote lifelong learning and equipping skills for greater employability.



MPA Children Day's Celebration

Family bonding activities were conducted with the help of our CSR Partners to provide wonderful time for the families.

One standout activity was the Adopt-a-Gift where children were given the chance to have an item from their wish list granted as part of the joy of giving during Christmas.

Our list of activities and events include:

- Digital Security course organised by Informatics Academy
- Book keeping course organised by Informatics Academy
- Basic IT course organised by Informatics Academy
- Leathercraft workshop by REACH Community Services
- Children's Day Celebration organised by MPA
- Christmas Party organised by UOB
- Cargill Family Day at Singapore Discovery Centre
- ST Engineering Family Day
- HP Family Day at Tuas Plant



HP Family Day

PowerWord Kidz

PowerWord Kidz is a reading programme held in conjunction with the National Library Board for the fourth consecutive year. The programme promises to build lifelong reading habit by instilling a love for reading. Held on alternate Saturdays from 10am - 12 noon, it reaches out to children between the ages of 4 to 8. Children beyond the age of 8 are not kept from participating in an attempt to continue nurturing their reading habit.

The programme provides the children with a large selection of books to ignite their imagination while developing their vocabulary and improving their command of English. Additional activities such as storytelling are also frequently held to engage the children and immerse them in the world of children's literature.

A memorable activity last year was a workshop conducted by Playeum where the children were encouraged to engage in self-directed learning to develop their creativity. This included storytelling as well as a hands-on activity where the importance of recycling was taught through an enjoyable DIY!



Storytelling @ Playeum

PowerWord Kidz is a volunteer-run programme. We are fortunate to have a passionate volunteer team who help the children with their reading as well as their character development.

Success Story



Playeum Workshop

Story:

Nadia and Aaron are parents of two boys. Aaron's mother and sister stay with the family. An accumulation of issues resulted in a strain in the marital relationship and difficulty paying off their rental and utility bills. They joined HOPE scheme in 2009. Aaron began to experience medical conditions which affected his employment. His conversion to part time van-driving took a toll on the family's finances. With mentoring support, communication in the family improved. Nadia works as a cook in a child care. Due to her willingness to learn, her colleagues imparted skills to her and she began explore pursuing a career in pre-school education. The family bonding activities and children's programs conducted by the centre were also a good support for the family. Aaron supported her by taking care of the children while Nadia pursue her certificate in early childhood care and education. Nadia completed her course in November 2017. She will be promoted to be a childcare assistant in 2018. Nadia's employer intends to send her for further training. The family is working towards the goal of moving out of their rental flat to a purchased housing this year.



REACH YOUTH SERVICE

2017 was a significant year where we began the year strategizing and setting our goals and objectives for the year. Throughout the year, we kept our eyes and focus on the plan and strategy. And as the year drew to a close, we reflected long and hard about the work that we have done.

In a snapshot for 2017:

- 15 full time staff
- 16 regular programmes
- Estimated 760 young beneficiaries and 165 families touched through our regular programmes

We are really grateful for having the privilege to journey through with so many of these lives and families. For some, it is a time of celebration and successes but for some it might still be a long drawn battle where we hope they now have a newly inspired hope and vision.

We wrapped up the year in December with the knowledge that we were not one of the agencies chosen to be the Integrated Service

Provider (ISP) to provide a suite of government funded programmes. This news really affected the team and morale because it was one of our department's strategic objectives for the year.

And so that was where we started to dig even deeper within ourselves for resources, encouragement and stay resilient despite of this "bad news". So a result of that decision, good stuff surfaced:

- REACH Youth Service is actually at its 10th year mark as a service unit. Looking back at where we started and strived towards has got a lot of rich learning lessons and more importantly encouraging us to continue to press on in things that we are good at.

- We decided to set aside time as a team, from December 2017 to March 2018, to go through the Small Steps Improvement Plan (SSIP) to chart out new strategic directions and targets.

So as we prepare for 2018, we are excited to see what unfolds and prepare ourselves for the next 10 years as a service that stays relevant to serve the needs and challenges of the youths.



Joe Chan
Head
REACH Youth Service

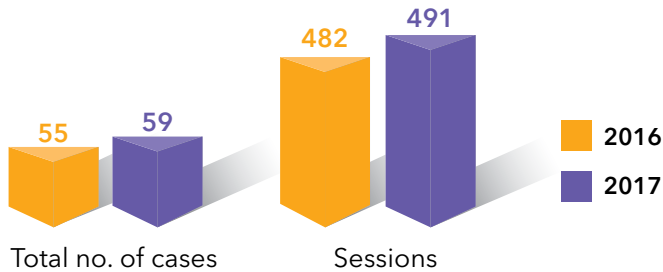
***"How can you hit a target
you do not have?"***

Zig Ziglar

Casework and Counselling

Youth Enhanced Supervision (YES)

Youth Enhanced Supervision (YES) is a mandated counselling programme for first-time drug offenders below 21 years old.

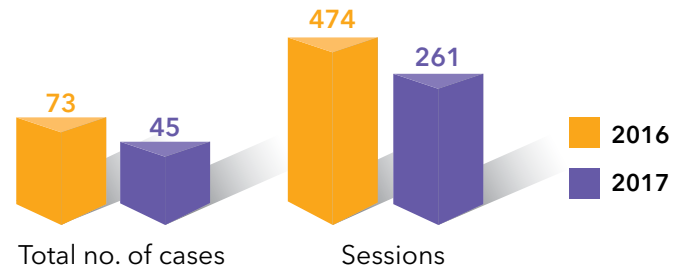


Apart from delivering individual, family and group sessions, participants also got to experience a variety of value-added and life-enriching activities such as testimony sharing by ex-drug offenders, muffin baking sessions for parents and opportunities to join our in-house sports and arts programmes. The feedback received from regular participants and their families have been very positive and we are especially heartened when we see lives changed even before the end of the programme.

Story:

Belinda (Not her real name) had been abusing Methamphetamine heavily for two years until she was arrested and subsequently selected to attend YES. Her life story is one that is filled with broken relationships and abuse. Through the support of her YES caseworker, Belinda was able to gradually leave her past and reconnect with her grandfather who was not present during those troubled times. These newly formed relationships and knowledge gained from YES curriculum proved to be powerful. Belinda has now managed to find and hold a regular job which she enjoys. But most importantly, she had disconnected with Methamphetamine and made new meaningful connections in her life.

Enhanced Step-Up (ESU)



REACH Youth Service continues to provide support and assistance to schools in the West and North West region using REACH Youth Powerhouse @ Bukit Batok as a strategic touchpoint. Many home visits were especially made to reach out to students who are not in school anymore. This resulted in some youths returning to meaningful engagements, and becoming more connected to their families and other stakeholders in their lives

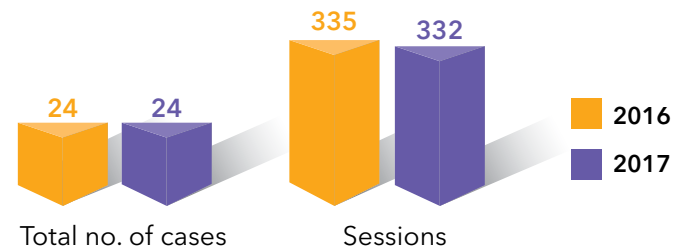
Quotes from Clients

“ I have learnt to control my anger better and manage my sleeping time. ”

“ The program was helpful as it allowed me to have a knowledge of the different courses I'm interested in. ”

Streetwise Programme (SWP)

2017 marks the 7th year that REACH Youth Service is managing the Streetwise Programme.



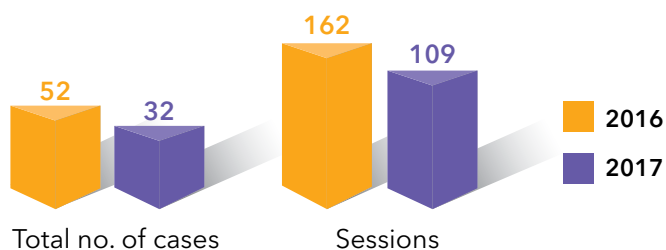
In addition to group and individual sessions, the youths were exposed to leathercraft skills taught by our own staff and got the chance to make their own leather products, like cardholders. Some of their leather products were sold in charity sales.

An ex-offender speaker was invited to share his personal stories. It was a lively afternoon as the boys warmed up gradually and interacted more openly with the speaker.

Story:

Mark's (Not his real name) dad used to be very worried for him when he came back home late and not pick up his calls. He was disappointed as Mark used to be an independent son who knew his limits. However, all this change when he mixed with negative peers in Secondary 3 and ended up in SWP. His arrest was a wakeup call for Mark and he started to get his act together. During the counselling and group sessions, Mark found new goals and gained new insights, which made his life more meaningful. He also became more selective with his choice of friends. Now he spends most of his time studying or working out in a gym. His dad no longer worries about him and trust that he has become a more responsible person.

REACH Youth Counselling (RYC)



In 2017, RYC has seen an increase in tertiary students who sought counselling to resolve their issues so that they are able to manage their lives better.



A counselling session between a caseworker and a client.

Story:

Julie (not her real name) sought counselling after exhausting all her coping methods, which mainly gave her short-term relief. She has been struggling with feelings of insecurity and feeling unloved for years and this affected her relationships with people. Through counselling sessions, Julie's feelings were heard and validated. This helped her to create new meanings for her experiences, enabling her to move on better. Overall Julie agreed that she gained greater understanding of her situation and the sessions helped her to manage her situation better.

Community Engagement

REACH Empowerment Programme

Number of participants	60
Weekly sessions	4 terms

This programme provides holistic intervention to the targeted students from low-income families who are failing in their schoolwork.

Therefore, early intervention through **engagement, academic support, mentoring and other financial aid** was administered to minimize the risk of delinquency.

One key element of this programme is the REACH Bursary Award.

The bursary award is disbursed in two tranches - at start and end of the year. Youths qualify for the second disbursement as long as their attendance is 70% and above throughout the year. 60 students enrolled in the programme in 2017.



Volunteers engaging and teaching a youth in a tuition session.

Story:

When Jane Ong (Not her real name) joined the program in the middle of 2017, her L1R4 totaled 23 points, however she managed to improve her results to 15 points upon collecting her O Level results this year.

Food Ration

Every month, 80 families benefit from the food ration. We collaborated with Gobbler 5, a social enterprise to provide a cheaper alternative grocery source for low-income families.



Shangri-La volunteers helping to pack and deliver food rations to needy families.

School Pocket Money Fund (SPMF)

Number of SPMF Beneficiaries 2017	
Level	Number of Beneficiaries
Primary	93
Secondary	72
Post-Secondary	71
Total	236

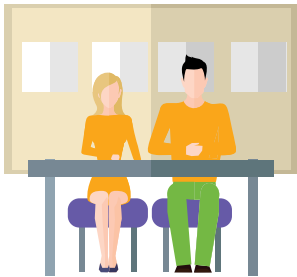
Since 2016, REACH Youth Service has disbursed The Straits Times School Pocket Money Fund (STSPMF) to more than 200 students from low-income families. Going beyond providing financial relief for these underprivileged families, we engage them on a monthly basis to educate and provide them with resources. Some of the SPMF beneficiaries have also joined us for our regular programmes and activities. Our end goal is to work with our clients on their financial situations or problems to see them gain independence from the help schemes.

Building Bridges



Partners' resource booths set up at REACH Youth Powerhouse for beneficiaries at a Building Bridges session.

This program started off to outreach to low income families. In conjunction with the school pocket money fund (SPMF) monthly signing, we have also collaborated with 40 different vendors from cafes, businesses, social enterprises and voluntary welfare organisations where they can promote their services to our beneficiaries that is meant to help these families in school, education and employment.



There have been **12 sessions** with approximately **50 families** attending every session.

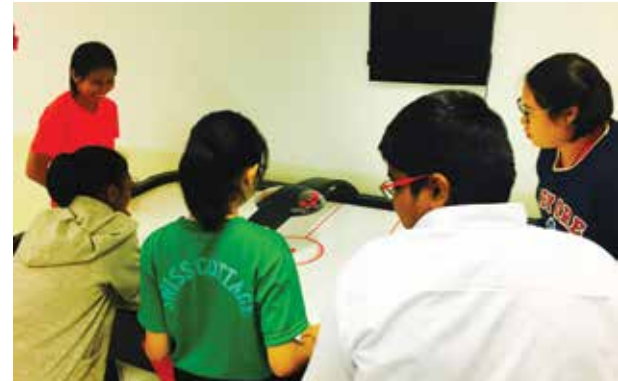
Swiss Cottage

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

It also serves as a drop-in centre for students to engage in activities like pool, air hockey, Wii and card games.

Discipline and pro-social behaviour is also built upon, as the students learn to share the games and interact in a safe environment after their usual school hours.

Youth workers guide a group of 12-15 students (Centre Crews) in managing and operation of the centre, and serve as mentors and counsellor figures when needed. The youth worker present also befriends students who visit the centre frequently and refer them for further intervention when deemed necessary. The programme serves about 70-80 youths a week.



Youths engaging in a game of air hockey



Youths engaging in shared console games.

Cafe Internship by Shangri La Hotel, Singapore (SLS)

Eight interns had the privilege of participating in this internship programme where there was:

- One week training by SLS staff
- Three weeks of café operation at REACH
- \$400 allowance
- Serving at least 25 youths per day The interns come from diverse backgrounds:
- Disadvantaged families where some of them are struggling financially.
- Had their brushes with the law
- Struggling with schoolwork
- Dropped out of school

Six of the interns successfully graduated and received certificates from Shangri-La Singapore (SLS) that recognized their achievements. With their completion of the programme, they have gained a relevant skill to pursue a Food & Beverage vocation in future, lifeskills like teamwork, resolving conflicts and coping with pressure.

The interns also opened for a Christmas Party on 26th December 2017 organised by the Resident Committee, and catered for more than 100 youths, adults and elderly that day.



Youths posing for a picture with a Shangri-La chef.



A youth enjoying the results of her work and serving the customers at the youth café.

Sports Engagement

REACH Dragons (Dragon Boat)



The team at DBS Marina Regatta 2017.

Trainings for REACH Dragons
2 days per week (Tuesday and Saturday)
50 weeks of training at Kallang River
50 weeks of land training at Youth Powerhouse
@Bukit Batok
Total Participants for REACH Dragons in 2017
80

REACH Dragons is grateful that we have reached our 10th year milestone!

We reach out to youth-at-risk and community youths with the help of volunteers and mentors. Through our programme, we hope to inculcate pro-social behaviour, holistic values and encourage the youths to be contributing member of their community.

Key events:

Races	Awards
SDBA Dragon Boat Century	DB12 Mixed - 1st
DBS Marina Regatta	DB12 Mixed - 1st
2017 Singapore Dragon Boat Festival	GRO Opens - 1st GRO Mixed - 1st Water Venture Committee - 1st
Dragon Battle Asia 2017	Featherweight - 1st Ladies - 1st Mixed - 1st
35th Singapore River Regatta	DB 12 Ladies - 1st GRO Opens - 1st

The team also participated in the following races:

Langkawi International Dragon Boat Regatta 2017	Opens - 4th
Dragon Battle @ SMU Campus Green	Participation
Get Active! Singapore (GAIS) Dragon Boat Race	Participation
Dragonboat Challenge Paddlefest	Participation

Story:

Grace (not her real name) has been a Team Rower in the REACH Dragbonboat team for about a year, and enjoyed the relaxed atmosphere in the trainings, where they worked hard and played hard as a team.

Grace shared about how REACH Dragonboat had changed her outlook and attitude towards life. She talked about how Dragonboating in her school used to cause her a lot of distress due to the competitiveness posed by her CCA-mates. According to Grace, REACH Dragbonboat has unlocked her confidence as well as the joy that is found in doing what she loves with people who make the experience enjoyable. This new-found joy and self-assurance was quickly noticed by Grace's close friends and family members. She mentioned that they often commented that she was less uptight and more relaxed after joining this Dragonboat team. She also finds herself looking forward to trainings despite its tough nature, which was a clear sign to her that this was a community where she wanted to stay in.

REACH Futbol (Soccer)

As part of the sport engagement initiative put in place by REACH Youth, REACH Futbol is a football programme that garners like-minded youths and children to participate in football training and competition while learning life skills. The programme focus on character building for children and youths aged 7-23 where social workers and volunteers coaches the team throughout the year by working closely with the youths and children using the strength-based approach.



Coaching conducted at a soccer session with the children.



Team photo of the older boys from REACH Futbol that trained at Home United Youth Football Academy.

The youths from the programme applied the skills they learnt by taking on roles as assistant coaches, scorekeepers and referees.

Some partners of REACH Futbol whom we collaborate for trainings, organising competitions and participating in football leagues are:

T-net Macpherson

Hougang United

Guangyang Secondary School

Student Care Services

Singapore Boys' Hostel

Bishan East CSC

Although every training session is laced with challenges such as having to train with more experienced team members and enduring the physically tiring exercises but there are also positive takeaways from each session where they can bond with their team members by going through similar situations together.

2017 Football Competition	
Futsal 5-a-side League	Champions 2nd Runner up
Indoor Futsal 5-a-side League	3rd Runner up
SGX Charity futsal (Under 19)	Champions
SGX Charity futsal (Open)	3rd runner up

REACH Arena (Functional Fitness)

REACH Arena is a youth-centric interest group where the young and elderly can enjoy the benefits of exercise through functional fitness conveniently. Our main aim is to promote healthy body, mind and community spirit through the exercise. Functional Fitness exercises train your muscles to help you do everyday activities safely and efficiently. These exercises are guided through fun and uplifting ways by trained coaches. 80 youth volunteers helped out at the programme.



Crossfit session with Queenstown Secondary students, conducted by gym coach.

ARENA Regular Goup	
Number of Sessions	Participants
20	20

REACH Arena School Programs		
Groups	Number of Sessions	Participants
Bendemeer Secondary	4	20
Queenstown Secondary	8	20

Interest Groups

REACH Rock Steady (Music)



Youths from REACH Rock Steady performing at President's Challenge Appreciation Night.

REACH Rock Steady uses music as a platform to engage the youths of the Hong Kah North community and beyond. In providing the opportunity to develop a skill set in music and performing, this programme provides mentoring and coaching for those that cannot afford formal music lessons.

Youths also build up in their confidence levels and have a healthy outlet of expression with their peers in a safe and fun environment, aiding in their psycho-socio-emotional development. In addition, the youth bond over shared experiences and unwind from the worries of life.

Regular Sessions	
No. of sessions	No. of participants
48	20
Performances and Events	
<ul style="list-style-type: none"> • Hong Kah North Bursary Event • REACH Charity Golf • Heromania Karaoke Competition • REACH Charity Dinner • President's Challenge Appreciation Night • Fullerton Hotel Christmas Light Up Event 	



What is it about REACH Rock Steady that attracted you to it and how has performing in the group help you?

“Reach Rock Steady has a cool vibe to it as it allows us to sing at our own pace while having fun. Through this, it has helped me sing better and foster great bonds with the other singers without feeling forced or uncomfortable.”

- Ross, participant

“The people at REACH are very welcoming. The band has helped me a lot.”

- Thulasi, participant

REACH Bakerholics (Baking & Culinary)



Beneficiaries being taught how to make pizza through a hands-on session.

Our programme provides the opportunity for youths to learn baking and cooking skills. Food always brings people together, and with a common interest in making great food, the programmes aims to create a safe space where youths can find positive social support. Through the sessions, youths learn responsibility, working together and contributing to others through the making of desserts and meals in a safe and encouraging environment. Each session has approximately 10 to 20 youths where they are taught skills such as basic baking and cooking techniques, personal and food hygiene and food presentation.

We had partnered with Thye Hwa Kwan where 16 children from the FSC had learned how to make cupcakes to subsequently distribute to the old folks home.

Story:

Raj (not his real name) was one of the youths that exhibited disruptive behavior by disturbing other participants during baking class. After an intervention process by a youth worker, he started to open up and started to share about his problems in school. As weeks went past, Raj and the other youth workers got closer and his disruptive behaviors in class have reduced. Instead of making noise to gain attention, he would find certain youth workers during baking sessions to share about what happened in school and have casual small talks. The relationship built through the baking programme has helped youths like Raj in positive social support, teaching prosocial behavior and healthier ways of making friends and caring for each other.

REACH Dodgeball



Youths engaging in a dodgeball game conducted outside REACH Youth Powerhouse.

REACH Dodgeball reach out to the community youths using the platform of dodgeball. On Tuesdays, 4-6pm, an average of 15-20 participants who live in the vicinity of Youth Powerhouse @ Bukit Batok gather to train. Through the trainings, a mini-community is formed with friendships that go beyond dodgeball.

Participants have opportunities to participate in tournaments where they will also have the chance to take up a leadership role.

The team participated in two tournaments in 2017:

REACH Youth Dodgeball Competition (Come Play Play 2017)

Macpherson Youth Sports Day 2017 Dodgeball competition

REACH Leathercraft



One of our youths enjoying the leathercraft workshop and brimming with pride as he displayed his final work.



REACH Leathercraft is a two-year-old programme. Throughout the year, eight workshops were conducted for youths, low income women, organisations and seniors from the community. There was also a session that promoted intergenerational bonding with the seniors and youths from the community. After participation, participants felt a sense of achievement and self-confidence.

At the end of 2017, up to



80
leathercraft
items

were made and sold
at our **charity events.**

Powerhub

Powerhub aims to:

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

The youth leaders helped in the following projects:

Event	Participants
Sports Leadership CrossFit	8
Dragonboat	18
Soccer	9
YOUth LEADing Trainings	38
Smartphone Class for Seniors in Partnership with Reach Seniors & C3A	20

We signed a memorandum of understanding (MOU) with Seraph Corp and the National Youth Council (NYC) to collaborate on a youth leadership training curriculum. Interns from the following educational institutions are enrolled in this programme:

- Ngee Ann Polytechnic
- Nanyang Polytechnic
- National University of Singapore
- Nanyang Technological University
- Singapore University of Social Sciences
- Institute of Technical Education
- National Council of Social Service

Major REACH Youth Events

Unforgotten Project (UP)

The Unforgotten Project is an initiative and yearly campaign to shed light on the work and stories of the disadvantaged and at-risk youth of today who might be marginalized by society.



A volunteer sharing about her work and experience with youths in the dragonboat programme.

Alongside REACH Flag Day 2017 at the open stage of SCAPE*, 9 live-stories were shared to registered participants by youths, youth workers, volunteers and adults. The central message revolved around marginalized youths and the challenges faced. The conversations shared led to a greater awareness of youth work and the marginalised youths we serve.

Heromania 1717

Heromania first came about in 2015 when REACH Youth first had their first centre's official opening. The official opening was themed as Heromania because just like superheroes all of us are built with different talents, gifts and resources.

The event was made possible with the following partners and sponsors:

Kovan Sports centre
Pioneer CSC
National Youth Council

Hougang United
Lee Foundation



Participants of Heromania having a game of futsal at Kovan Sports Centre.

Heromania 1717 was an event built on youth day, being on the 1st of July 2017. REACH Youth Service invited youths in the society to not only celebrate youth day but to participate competitively and showcase their talents through music and football.

The competition was built in a way where youths were recognized not just by winning but by helping and motivating each other that would benefit others around them.

The event had notable guests such as Joshua Tan & some of the cast of 'Ah Boys to Men' and Hougang United to embrace the event and even played an exhibition futsal match with the youths. The event was attended by a total of 209 people that attended Heromania 1717.

A questionnaire was conducted and some of the messages the participants took away were:

- importance of developing sportsmanship and teamwork
- To have fun during the event
- bonds strengthened through a common interest

REACH SENIOR SERVICE

REACH Senior Service spearheaded and partnered with many stakeholders to enable the seniors to age in place gracefully through enriching programmes throughout 2017.

Each team member has stepped up and led in several projects.

They ploughed through uncharted territories in Jalan Membina and Pioneer as they replicated Community Befriending Programme in Hong Kah North.

The Community Café was a well-received programme for many seniors. Seniors were successfully integrated into a weekly run social café gathering coordinated by active volunteer seniors who planned nutritional recipes.

Voices of seniors, volunteers, stakeholders and team members summarize the journey of 2017. Many seniors' lives were touched by a family (REACH Senior Service) they call their own in the community.

It is heartening to partner with many community partners like healthcare stakeholders, corporate supporters, grassroots organisations, schools and volunteers to promote healthy ageing and social inclusion.

We were encouraged to be a beacon of light for seniors who are socially isolated in their homes, witnessing many testimonies who shared their joy after they joined REACH Senior Service's programmes.

Moving ahead, we will add one more "extended family" Seniors Activity Centre in Bukit Gombak Vista.

Finally, we would like to express our gratitude to our faithful volunteers, church partners, corporate partners, grassroots partners and all whom REACH Senior Service has partnered hand in hand the past year.

Afternote: Pioneer Community Befriending Programme was awarded in Jan 2018.



Yvonne Khoo
(on behalf of 2017 leadership)
Head
REACH Senior Service

Health and Wellness

Otago, is a Fall Preventive Programme for seniors in the community resulted from a partnership with Tan Tock Seng Hospital (Community Operations Division for Central Health). During the period from 2 October to 28 December 2017, there were an average of 7 seniors who attended 26 sessions and benefited from their faithful participation led by staff and volunteers (Dorothy and Guan Khor) who went through strict Train-the-Trainer Sessions in Tan Tock Seng Hospital.



“I have been assisting the seniors and asking them to keep smiling and stay focus.

Seniors can strengthen their legs more if they practice more at home as only doing exercise for one hour is not enough. I can see their improvement after practice for these six months. I will continue to volunteer for the next batch of seniors.”

- Volunteer Dorothy

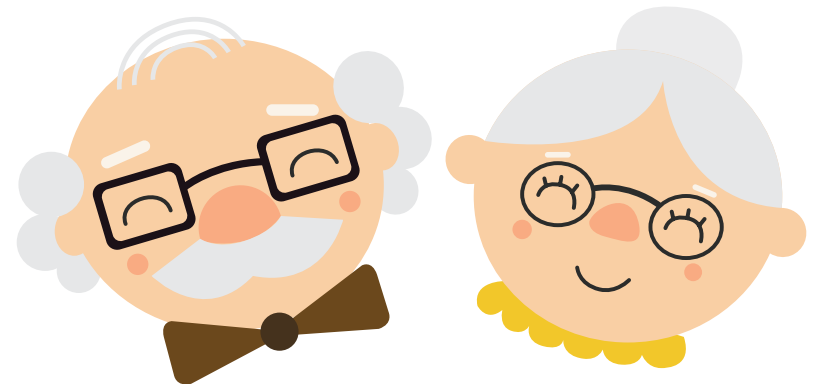
Voices of our Seniors

“It helps me in my walking especially when walking up the overhead bridge. It makes me slim down too. (she smiles).”

- Mdm Tan Kim Gek

“I would like to thank the trainer for taking care of us seniors, my walking is better as my legs are stronger.”

- Mdm Lee Yeok Chan



FIT+ is a 12-week intervention programme by the Health Promotion Board, targeted at seniors aged 50 years and above.

Held once a week it is a series of exercise sessions targeted at improving and maintaining functional fitness in older adults. It includes a pre- and post-assessment measuring the average to low physical function in different components (eg. strength, flexibility & balance).



Voices of our Seniors

“Fit+ exercise is good for my health, I see improvement in my health, after exercise I sleep well at night.”

- Mdm Lee Yoke Chan



Zumba Gold for Seniors, is another collaboration with the Health Promotion Board. It is an exercise that combines dance movements with routine workout steps.

“This was the first Zumba experience for our seniors and everyone enjoyed the choice of music. The instructor, Fion, was energetic and able to conduct the class with zest and lots of fun!”

Yang Lee Fook - Programme Executive



Zumba Gold for Seniors has attracted many seniors from the neighbourhood. It is so engaging that even those on wheelchairs cannot resist joining in the fun.

Inter-services Partnership REACH Senior and Youth

Some of our physically fitter seniors are in the Functional Fitness Programme conducted by our colleague from REACH Youth Service (REACH Arena).

It is a well-rounded workout that uses large muscle groups and various range of motions leading to better overall health, posture, flexibility, strength and balance.

The main challenge we have is how to change the mindset of the seniors to know that they can do more than they think they can.



Voices of our Seniors

“I feel good when I come here and exercise because I am not motivated to do so at home. I always remind myself to do my best and to keep practising so that I can do better.”

- Mr Tan

REACH Community Cafe

“The café seeks to create new experiences by introducing healthy western cuisine to seniors. Activities are conducted after food to encourage them to learn new skills. We hope the café will become a second home for them, a place for them to chill. We have created an “Uncle Corner” just outside the café for those who prefer to sit outdoors. Inspired by Ibasho Café in Japan where seniors come together to serve other seniors, we are delighted to see our senior volunteers plan the menu and serve the dishes. We hope they feel empowered to contribute to the community.”

Ivan Ho - Programme Executive



Voices of our Seniors

“ I have joined REACH Senior Service’s activities for the last 1.5 years. I enjoy the atmosphere in the café and I love it here because I can mingle with my friends. ”

- Mdm Salehar

“ I am so bored at home when my daughters go to work. Coming to the cafe helps me stay active and I can meet new friends. ”

- Madam Tan Keok

“ As a volunteer, I learnt many new things about western food. It feels good to help in the kitchen, prepare the food and wash the dishes. Coming to the café has expanded my social circle. ”

- Volunteer Mdm Foong Lan

“ There is a sense of achievement when the seniors enjoy what I have prepared for them and I am also happy that I can inspire the other seniors with my recipes and am encouraged to think of new recipes to share with them. ”

- Volunteer Mdm Nancy Ting

Skills and Crafts

Batik Painting



Voices of our Seniors

“ It is refreshing because it is the first time I am doing batik painting and it is fun to learn new techniques. The challenge is in controlling the wax but it was an eye opener. With my artwork, I can create things like cushion covers and bags. ”

- Mrs Lee

“ I learnt a lot about the process and techniques of batik painting. It helps me be a more patient person as it takes a long time to complete one piece of artwork. ”

- Mr Liu

Outreach

Community Befriending Programme (CBP)

The CBP aims to provide structured befriending services and psychosocial support for vulnerable or socially isolated elderly and their caregivers through volunteers in the community.

REACH Senior Service runs the CBP for:

- Hong Kah North
- Tanjong Pagar and Tiong Bahru
- Pioneer (awarded in Jan 2018)

Staff testimonial

“ I started working with seniors in 2015, not knowing how to connect with them and also not knowing their potential. When we talk about seniors, negative adjectives like stubborn, frail, sick and boring, comes to mind. However, as I start to engage them and plan activities for them, I grew to love them. All they need is for us to open our hearts to them with an open mind. When we do that, with a listening ear and accepting them as they are, something beautiful happens. They will start living out the potential within them. Being part of the Community Befriending Program in REACH, in 2016, has opened my eyes to not just the active seniors in the community but also deepen my understanding of a group who are homebound for various reasons. They are not seen by many but their needs are the same as everyone else. So I always tell my volunteers, if they cannot come to the activity, let's bring the activity to them. Let's bring some joy into their lives because living does not stop when you cannot move. It only stops when you decide not to participate.

Working closely with stakeholders, like Council for Third Age(C3A) and Agency for Integrated Care(AIC), in the Community Befriending Programme has also given me a clearer understanding of community resources available to the seniors in Singapore.”

Wendy Lim - Programme Executive



“Every time I see an old person, I want to do something for them. Community Befriending Program gives me an opportunity to do that and hopefully when I get to the stage when I need help, someone will do the same for me.”

- Befriender Mr Chiu

Voices of our Seniors

“ I am very happy when the volunteers come and visit me. They are very caring and will always make sure that I am well and will sometimes encourage me to exercise at the Fitness Park by going down with me.”

- Mdm Nachiabi

Total befrienders and befriendees for 2017 - Hong Kah North

Befrienders - 18

Befriendees - 56

Events and Outings

Birthday celebrations

“We hold birthday celebrations for our seniors bi-monthly. Before the birthday party, I will order the birthday cake and arrange the potluck food together with the seniors. Seniors will use this time to interact and have a good time. The number of seniors increases every month.”

Elise Yim - Part-time Team Member



Voices of our Seniors

“I am thankful that my family in REACH remembers my birthday.”

“Hahaha.....the food is good!”

Dance Channel Charitable Journey Performance

Dance School is a local production that performs annually for seniors in old folks homes and autistic children. On 3 June 2017, they invited 49 seniors from REACH Senior Service to a performance at SOTA. Their dance items included Bollywood Dance, Hip Hop, Jazz, Zumba and Salsa. A sumptuous dinner before the performance was provided. The seniors loved the performance and found it entertaining.



Table 1 - Overview of Programmes conducted in Jalan Membina in 2017

Programme	Stakeholder	No. of sessions	Average number of seniors per session	Total attendance (by pax)
Fit+	Health Promotion Board	27	26	707
Zumba GOLD	Health Promotion Board	22	14	418
Praise Dance	AOG	34	31	716
Otago	Tan Tock Seng Hospital	13	24	317
Morning Exercise	Health Promotion Board	63	21	1319
English Class (Basic)	Mdm Lee (volunteer)	16	9	136
English Class (intermediate)	Mr Lee (volunteer)	40	8	320
English Class (Advance)	Mdm Wong (volunteer)	46	7	321
Rummy O	In-House	10	10	96
Life Review Workshop	WINGS' Trainer	5	11	55
Oil Painting	WeCare	7	14	101

Singing	-	6	18	107
Beading	Grace Ng (volunteer)	12	6	69
Birthday Celebration	In- House	5	42	209
Cooking Demonstration	AOG "Let's Cook" Trainer	8	24	193
HPB Health Talk	Health Promotion Board	5	34	162
NTUC Talk	NTUC Health	8	28	251
Police Talk	Singapore Police Force	4	32	127

Table 2 - Overview of Outings and Adhoc Activities in Jalan Membina

Description	No. of Attendees
CNY Concert at Zhangde Primary School	9
Dance Channel @ SOTA	42
Esplanade Moon Fest Concert	34
Esplanade Mother's Day Concert	36
Family Violence Talk	7
AOG Christmas Celebration	18
AOG Mid-Autumn Event	41
Guardian Talk - Dermatitis	36
Healthy Relational Skills	25
Hewlett Packard Chinese New Year Lunch	48
AOG Movie Outing - Ah Boy to Man 4	13
National Day Celebration at Zhangde Primary School	19
Pearl Hill Care Home	20

River Safari	37
Singapore Discovery Centre	24
Smartphone Workshop	11
Technology Workshop	30
Year-end AOG Christmas Dinner	47
Year-end Party (Singing Performance)	9
LifePoint Talk	32
Total Events / Total Attendance / Average Participation	538

Table 3 - Overview of Programmes conducted in Bukit Batok (Power House) in 2017

Programme	Stakeholder	No. of sessions	Average number of seniors per session	Total attendance (by pax)
Community Cafe	Council for 3rd Age	21	31	552
Let's Cook	AOG "Let's Cook" Trainer	4	8	32
Hearty Meal	Shangri-La Chef	3	24	72
Breathing and Relaxation Exercise	-	20	11	226
Senior Aerobics	Health Promotion Board	46	35	1614
Happy Programme	National University of Singapore	26	11	278
7-step sit down exercise	Tsao Foundation	16	18	292
Batik Painting	WeCare	1	16	16
Smartphone ILP	REACH Youth	4	21	83
Oil Painting	WeCare	6	12	72
NKF Talk	National Kidney Foundation	1	14	14
Police Talk	Singapore Police Force	2	31	62

Table 4 - Overview of Outings and Adhoc Activities in Bukit Batok (Power House)

Event	No. of Outings and Adhoc Activities	No. of Attendees
AOG Christmas Celebration	16	44
CAF Christmas Celebration		29
Kidney Discovery Centre		31
Canopy@Jlink Concert		13
Esplanade Moonfest Concert		23
Hong Kah North International Seniors Day		30
AOG Mid-Autumn Event		40
Mooncake Making		30
AOG Movie Outing - Wonder Boy		14
Dance Channel @ SOTA		36
Cargill Family Day		38
AOG Farm Outing		54
Birthday Celebration		30
River Safari		45
AOG Community Dinner @ G1		20
Hewlett Packard Chinese New Year Lunch		37
Total Events / Total Attendance / Average Participation	16	514

FINANCIAL REPORT

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REACH Community Services Society
(Registered under the Charities Act, Chapter 37)
(Registered under the Societies Act, Chapter 311)
(Incorporated in the Republic of Singapore)
(Unique Entity No. S98SS0144L)

**Annual Report for the financial year ended
31 December 2017**

REACH Community Services Society

Annual Report

For the financial year ended 31 December 2017

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REACH COMMUNITY SERVICES SOCIETY

STATEMENT BY THE MANAGEMENT COMMITTEE

For the financial year ended 31 December 2017

We, **Sia Siew Kien** and **Chan Hock Hui** on behalf of the Management Committee, do state that in our opinion, the financial statements set out on pages 6 to 23 are drawn up so as to give a true and fair view of the financial position of REACH Community Services Society (the "Society") as at 31 December 2017 and of the performance of financial activities and cash flows of the Society for the financial year ended on that date.

The Management Committee has, on the date of this statement, authorised these financial statements for issue.

On behalf of the Management Committee



Sia Siew Kien
President



Chan Hock Hui
Honorary Treasurer

**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 2017, 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 23.

In our opinion, the accompanying financial statements are properly drawn up in accordance with the provisions of the Charities Act, Chapter 37 (the "Charities Act"), Societies Act, Chapter 311 (the "Societies Act") and Charities Accounting Standards in Singapore ("CAS") so as to give a true and fair view of the financial position of REACH Community Services Society as at 31 December 2017 and of the performance of financial activities and cash flows of the Society for the financial year ended on that date.

Basis for Opinion

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

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

Independence

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

Singapore

07 April 2018

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

Other Information

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

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

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

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

Responsibilities of the Management Committee for the Financial Statements

The Management Committee is responsible for the preparation of financial statements that give a true and fair view in accordance with the provisions of the Charities Act, the Societies Act and the CAS, and for devising and maintaining a system of internal accounting controls sufficient to provide a reasonable assurance that assets are safeguarded against loss from unauthorised use or disposition; and transactions are properly authorised and that they are recorded as necessary to permit the preparation of true and fair financial statements and to maintain accountability of assets.

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

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

Auditor's Responsibilities for the Audit of the Financial Statements

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

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

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

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

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

Report on Other Legal and Regulatory Requirements

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

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

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

Nexia TS

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

Singapore

07 April 2018

REACH COMMUNITY SERVICES SOCIETY

BALANCE SHEET
As at 31 December 2017

	Note	2017 S\$	2016 S\$
ASSETS			
Non-current assets			
Property, plant and equipment	3	494,143	948,900
Current assets			
Cash and bank balances	4	7,678,198	5,806,423
Other receivables	5	213,939	759,515
		<u>7,892,137</u>	<u>6,565,938</u>
Total Assets		<u>8,386,280</u>	<u>7,514,838</u>
Current liabilities			
Other payables	6	656,245	526,350
		<u>656,245</u>	<u>526,350</u>
Net assets		<u>7,730,035</u>	<u>6,988,488</u>
Funds of the Society			
Total unrestricted funds	11	4,665,189	3,969,980
Total restricted funds	11	3,064,846	3,018,508
		<u>7,730,035</u>	<u>6,988,488</u>
Total funds		<u>7,730,035</u>	<u>6,988,488</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 2017

Note	Unrestricted funds			Total Restricted funds S\$	2017 Total funds S\$	2016 Total funds S\$
	General fund S\$	Designated Renovation fund S\$	Total Unrestricted funds S\$			
Income from generated funds						
Donation – Tax deductible	1,404,474	-	1,404,474	8,100	1,412,574	1,374,422
Donation – Non-Tax deductible	130,790	-	130,790	345	131,135	189,633
President Challenge Donation – Non-Tax deductible	-	-	-	-	-	145,000
Donation in kind	-	-	-	100	100	200
Total voluntary income	1,535,264	-	1,535,264	8,545	1,543,809	1,709,255
Investment income – Fixed deposit interest income	77,723	-	77,723	-	77,723	77,859
Income from charitable activities						
Programme revenue	101,787	-	101,787	240	102,027	167,827
Funding from MSF	93,460	-	93,460	1,887,024	1,980,484	2,241,809
Funding from NCSS	240	-	240	-	240	55,907
Funding from Tote Board	214,820	-	214,820	365,225	580,045	575,689
Funding from ComChest	-	-	-	82,495	82,495	74,398
Care & Share matching grant	914,815	-	914,815	-	914,815	430,774
Funding from other organisations	166,370	-	166,370	109,241	275,611	47,562
Total government subvention	1,389,705	-	1,389,705	2,443,985	3,833,690	3,426,139
Other income	74,988	-	74,988	58,227	133,215	227,477
Total income	3,179,467	-	3,179,467	2,510,997	5,690,464	5,608,557

REACH COMMUNITY SERVICES SOCIETY

STATEMENT OF FINANCIAL ACTIVITIES

For the financial year ended 31 December 2017

	Note	Unrestricted Funds			Total Restricted funds	2017 Total funds	2016 Total funds
		General fund	Designated Renovation fund	Total Unrestricted fund			
		\$	\$	\$	\$	\$	
Expenditure:							
Fundraising costs		(134,545)	-	(134,545)	-	(134,545)	(120,843)
Employee compensation	7	(1,944,155)	-	(1,944,155)	(1,570,822)	(3,514,977)	(3,392,011)
Other staff related costs		(64,817)	-	(64,817)	(83,456)	(148,273)	(140,675)
Overheads		(147,143)	-	(147,143)	(82,840)	(229,983)	(271,197)
Programme expenses		(343,424)	-	(343,424)	(60,239)	(403,663)	(299,397)
Depreciation of property, plant and equipment	3	(227,626)	(45,833)	(273,459)	(224,847)	(498,306)	(371,737)
Allocation of corporate support costs		442,455	-	442,455	(442,455)	-	-
Write-off of property, plant and equipment		(1,948)	-	(1,948)	-	(1,948)	-
Total expenses from charitable activities		(2,286,658)	(45,833)	(2,332,491)	(2,464,659)	(4,797,150)	(4,475,017)
Audit costs		(8,010)	-	(8,010)	-	(8,010)	(6,500)
Annual General Meeting and related costs		(9,212)	-	(9,212)	-	(9,212)	(5,677)
Total governance costs		(17,222)	-	(17,222)	-	(17,222)	(12,177)
Total expenditure		(2,438,425)	(45,833)	(2,484,258)	(2,464,659)	(4,948,917)	(4,608,037)
Net income / (expenditure)		741,042	(45,833)	695,209	46,338	741,547	1,000,520
Reconciliation of funds							
Total funds brought forward	11	3,924,147	45,833	3,969,980	3,018,508	6,988,488	5,987,968
Total funds carried forward	11	4,665,189	-	4,665,189	3,064,846	7,730,035	6,988,488

REACH COMMUNITY SERVICES SOCIETY

STATEMENT OF FINANCIAL ACTIVITIES

For the financial year ended 31 December 2017

Breakdown of Restricted funds

	2017 Restricted funds						Total restricted funds S\$
	<u>FSC fund</u> S\$	<u>HOPE fund</u> S\$	<u>ESU fund</u> S\$	<u>SWP fund</u> S\$	<u>YES fund</u> S\$	<u>CBP fund</u> S\$	
Income from generated funds							
Donation – Tax Deductible	8,100	-	-	-	-	-	8,100
Donation – Non Tax Deductible	345	-	-	-	-	-	345
Donation in kind	100	-	-	-	-	-	100
Total voluntary income	8,545	-	-	-	-	-	8,545
Income from charitable activities							
Programme revenue	120	120	-	-	-	-	240
Funding from MSF/Ministries	1,375,229	329,355	14,400	59,501	108,539	-	1,887,024
Funding from NCSS	-	-	-	-	-	-	-
Funding from Tote Board	365,225	-	-	-	-	-	365,225
Funding from ComChest	73,045	-	9,450	-	-	-	82,495
Funding from other organisations	8,409	2,500	-	-	-	98,332	109,241
Total government subvention	1,821,908	331,855	23,850	59,501	108,539	98,332	2,443,985
Other income	47,931	10,296	-	-	-	-	58,227
Total income	1,878,504	342,271	23,850	59,501	108,539	98,332	2,510,997

REACH COMMUNITY SERVICES SOCIETY

STATEMENT OF FINANCIAL ACTIVITIES

For the financial year ended 31 December 2017

	2017 Restricted Funds						Total Restricted funds
	<u>FSC fund</u>	<u>HOPE fund</u>	<u>ESU fund</u>	<u>SWP fund</u>	<u>YES fund</u>	<u>CBP fund</u>	
Expenditure:							
Employee compensation	(979,550)	(276,193)	(81,117)	(57,038)	(105,932)	(70,992)	(1,570,822)
Other staff related costs	(74,800)	(8,656)	-	-	-	-	(83,456)
Overheads	(81,109)	(1,731)	-	-	-	-	(82,840)
Programme expenses	(43,256)	(3,691)	(1,674)	(4,187)	(3,512)	(3,919)	(60,239)
Depreciation of property, plant and equipment	(224,847)	-	-	-	-	-	(224,847)
Allocation of corporate support costs	(340,364)	85,091)	-	-	-	(17,000)	(442,455)
Total expenses from charitable activities	(1,743,926)	(375,362)	(82,791)	(61,225)	(109,444)	(91,911)	(2,464,659)
Total expenditure	(1,743,926)	(375,362)	(82,791)	(61,225)	(109,444)	(91,911)	(2,464,659)
Net income / (expenditure)	134,578	(33,091)	(58,941)	(1,724)	(905)	6,421	46,338
Reconciliation of funds							
Total funds brought forward	3,016,006	-	2,502	-	-	-	3,018,508
Total funds carried forward	3,150,584	(33,091)	(56,439)	(1,724)	(905)	6,421	3,064,846

REACH COMMUNITY SERVICES SOCIETY

STATEMENT OF FINANCIAL ACTIVITIES

For the financial year ended 31 December 2017

Legend:

- i) MSF : Ministry of Social and Family Development
- ii) NCSS : National Council of Social Service
- iii) Tote Board : Singapore Totalisator Board Social Service Fund
- iv) FSC : Family Service Centre
- v) HOPE : Home Ownership Plus Education
- vi) ESU : Enhanced STEP UP
- vii) SWP : Streetwise Programme
- viii) YES : Youth Enhanced Supervision
- ix) CBP : Community Befriending Programme

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 2017

	Note	2017 S\$	2016 S\$
Cash flows from operating activities			
Net income for the financial year		741,547	1,000,520
Adjustments for:			
- Depreciation of property, plant and equipment	3	498,306	371,737
- Fixed deposit interest income		(77,723)	(77,859)
- Write-off of property, plant and equipment		1,948	-
Operating cash flows before changes in working capital		<u>1,164,078</u>	<u>1,294,398</u>
Other receivables		539,712	(515,936)
Other payables		129,895	(48,895)
Net cash flows from operating activities		<u>1,833,685</u>	<u>729,567</u>
Cash flows from investing activities			
Interest received		83,587	45,265
Additions to property, plant and equipment	3	(45,497)	(596,800)
Net cash from/(used in) investing activities		<u>38,090</u>	<u>(551,535)</u>
Net increase in cash and bank balances		1,871,775	178,032
Cash and bank balances at beginning of the financial year		5,806,423	5,628,391
Cash and bank balances at end of the financial year	4	<u>7,678,198</u>	<u>5,806,423</u>

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 2017

These notes form an integral part of and should be read in conjunction with the accompanying financial statements.

1. General information

REACH Community Services Society (the "Society") is a Society registered under the Charities Act and the Society Act and domiciled in the Republic of Singapore. The registered office is located at Blk 187, Bishan Street 13, #01-475, Singapore 570187.

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

The objectives of the Society are to impact lives by:

- a) Rekindling Hope;
- b) Enhancing Social and Emotional well-being;
- c) Assisting Personal Growth;
- d) Caring for the Hurting; and
- e) Helping the Needy.

The financial statements of the Society were authorised for issue by the Management Committee on 07 April 2018.

2. Significant accounting policies

2.1 Basis of preparation

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

The preparation of these financial statements in conformity with CAS requires management to exercise its judgement in the process of applying the Society's accounting policies. It also requires the use of certain critical accounting estimates and assumptions.

Estimates, assumptions and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. There are no areas involving higher degree of judgement or complexity, or areas where estimates and assumptions are significant and critical to the financial statements.

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS For the financial year ended 31 December 2017

2. Significant accounting policies (continued)

2.2 Property, plant and equipment

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

The cost of the property, plant and equipment shall be recognised as an asset if and only if it is probable that future economic benefits associated with the item will flow to the Society and the cost of the item can be measured reliably.

Depreciation is calculated using the straight-line method to allocate depreciable amounts over their estimated useful lives. The estimated useful lives are as follows:

	<u>Useful lives</u>
Computers	3 years
Furniture, fittings and equipment	5 years
Renovation	3 years

Fully depreciated assets are retained in the accounts until they are no longer in use.

The residual values, estimated useful lives and depreciation method of equipment are reviewed, and adjusted as appropriate, at each balance sheet date. The effects of any revision are recognised in the Statement of Financial Activities when the changes arise.

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

2.3 Other receivables

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

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

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

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS For the financial year ended 31 December 2017

2. Significant accounting policies (continued)

2.4 Cash and bank balances

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

2.5 Other payables

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

2.6 Revenue recognition

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

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

Donations in kind are recognised when it can be measured with sufficient reliability supported with proper documentation, and are accounted for at a reasonable estimate of the price that the Society would have to pay in the open market for an equivalent item or at the amount actually realised. When the value of donations in kind cannot be estimated with sufficient reliability, this fact shall be disclosed in the notes to the financial statements.

Interest income is recognised on a time proportion basis, taking account of the principal outstanding and the effective interest rate applicable.

Revenue from rendering of services such as counselling and marriage preparation workshops, conduct of youth programmes, is recognised when services are rendered.

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

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

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS
For the financial year ended 31 December 2017

2. Significant accounting policies (continued)

2.7 Employee compensation

Defined contribution plans

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

Employee leave entitlement

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

2.8 Operating leases

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

Payments made under operating leases are taken to profit or loss on a straight-line basis over the period of the lease.

2.9 Allocation of corporate support costs

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

2.10 Taxation

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

2.11 Funds structure

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

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

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS
For the financial year ended 31 December 2017

3. Property, plant and equipment

	Computers S\$	Furniture, fittings and equipment S\$	Renovation S\$	Renovation in progress S\$	Total S\$
2017					
Cost					
Beginning of financial year	187,971	140,309	1,295,169	-	1,623,449
Additions	28,072	17,425	-	-	45,497
Write-off	(11,695)	(4,440)	-	-	(16,135)
End of financial year	204,348	153,294	1,295,169	-	1,652,811
Accumulated depreciation					
Beginning of financial year	125,424	39,986	509,139	-	674,549
Depreciation charge	46,030	29,104	423,172	-	498,306
Write-off	(11,695)	(2,492)	-	-	(14,187)
End of financial year	159,759	66,598	932,311	-	1,158,668
Net book value					
End of financial year	44,589	86,696	362,858	-	494,143
2016					
Cost					
Beginning of financial year	165,915	88,508	733,946	38,280	1,026,649
Additions	22,056	51,801	522,943	-	596,800
Transfer to added assets upon completion	-	-	38,280	(38,280)	-
End of financial year	187,971	140,309	1,295,169	-	1,623,449
Accumulated depreciation					
Beginning of financial year	82,697	17,834	202,281	-	302,812
Depreciation charge	42,727	22,152	306,858	-	371,737
End of financial year	125,424	39,986	509,139	-	674,549
Net book value					
End of financial year	62,547	100,323	786,030	-	948,900

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

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS
For the financial year ended 31 December 2017

4. Cash and bank balances

	2017 S\$	2016 S\$
Cash at bank and on hand	2,416,302	892,676
Short-term fixed deposits	5,261,896	4,913,747
	<u>7,678,198</u>	<u>5,806,423</u>

Short-term fixed deposits bear interest rates ranging from 1.20% to 1.38% (2016: 1.10% to 2.58%) per annum, with tenure periods ranging from 10 months to 12 months (2016: 3 months to 18 months).

5. Other receivables

	2017 S\$	2016 S\$
Receivables for services provided	163,636	722,226
Fixed deposit interest receivable	26,730	32,594
Prepayments	22,084	376
Deposits (refundable)	1,489	4,319
	<u>213,939</u>	<u>759,515</u>

6. Other payables

	2017 S\$	2016 S\$
Accruals for staff performance bonus	308,200	292,069
Accruals for Central Provident Fund contribution	158,521	152,313
Accruals for unutilised leave	35,734	32,211
Funds received in advance	115,343	-
Payable to contractors	-	27,927
Others	38,447	21,830
	<u>656,245</u>	<u>526,350</u>

7. Employee compensation

	2017 S\$	2016 S\$
Gross salaries	2,514,359	2,430,567
Bonus	530,066	519,611
Employer's contributions for Central Provident Fund	470,552	441,833
	<u>3,514,977</u>	<u>3,392,011</u>

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS
For the financial year ended 31 December 2017

7. Employee compensation (continued)

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

	2017	2016
Number of employees in bands		
- Between \$100,000 to \$200,000	<u>3</u>	<u>3</u>

8. Related party transactions

Key management personnel annual remuneration is as follows:

	2017 S\$	2016 S\$
Gross salaries	315,810	302,472
Bonus	94,730	96,692
Employer's contribution to Central Provident Fund	42,213	60,837
	<u>452,753</u>	<u>460,001</u>

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

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

Transactions with Grace AG are as follows:

	2017 S\$	2016 S\$
Donation received	240,000	240,000
Fees collected	-	407
Fees paid	<u>(67,960)</u>	<u>(67,975)</u>

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

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

The Society leases copier machine from non-related party under non-cancellable operating lease agreements.

The future minimum lease payables under non-cancellable operating lease contracted for at the balance sheet date but not recognised as liabilities, are as follows:

	2017 S\$	2016 S\$
Not later than one year	9,507	9,507
Between one and five years	17,297	26,804
	<u>26,804</u>	<u>36,311</u>

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS
For the financial year ended 31 December 2017

10. Other income

	2017 S\$	2016 S\$
Government grants and rebates	90,712	128,717
VCF grants	12,132	66,260
Miscellaneous income	30,371	32,500
	<u>133,215</u>	<u>227,477</u>

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

11. Funds movement

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

	2017 S\$	2016 S\$
General fund	4,665,189	3,924,147
Designated renovation fund	-	45,833
Total unrestricted funds	<u>4,665,189</u>	<u>3,969,980</u>

	2017 S\$	2016 S\$
General fund		
Balance at beginning of the financial year	3,924,147	3,303,550
Net income for the financial year	741,042	703,690
Gross transfer of funds	-	(83,093)
Balance at end of the financial year	<u>4,665,189</u>	<u>3,924,147</u>

Total unrestricted fund expenditure 2,484,258 2,290,937

Reserves ratio 1.88 1.73

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

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

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS
For the financial year ended 31 December 2017

11. Funds movement (continued)

	2017 S\$	2016 S\$
Designated renovation fund		
Balance at beginning of the financial year	45,833	95,833
Net expenditure for the financial year	(45,833)	(50,000)
Balance at end of the financial year	<u>-</u>	<u>45,833</u>

The renovation fund of \$150,000 was funded by a donor for the renovation of a centre to be used for the work of the Society. It was applied to the REACH counselling centre which was completed in 2014. As the REACH counselling centre depreciated over the years, a portion of the depreciation that was funded by the renovation fund, was charged directly to drawdown the fund until it was fully depreciated in November 2017.

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

	2017 S\$	2016 S\$
Family Service Centre (FSC) fund	3,150,584	3,016,006
Home Ownership Plus Education (HOPE) fund	(33,091)	-
Enhanced STEP UP (ESU) fund	(56,439)	2,502
Streetwise Programme (SWP) fund	(1,724)	-
Youth Enhanced Supervision (YES) fund	(905)	-
Community Befriending Programme (CBP) fund	6,421	-
	<u>3,064,846</u>	<u>3,018,508</u>

	2017 S\$	2016 S\$
FSC fund		
Balance at beginning of the financial year	3,016,006	2,562,991
Net income for the financial year	134,578	453,015
Balance at end of the financial year	<u>3,150,584</u>	<u>3,016,006</u>

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

	2017 S\$	2016 S\$
HOPE fund		
Balance at beginning of the financial year	-	25,594
Net expenditure for the financial year	(33,091)	(61,949)
Gross transfer of funds	-	36,355
Balance at end of the financial year	<u>(33,091)</u>	<u>-</u>

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

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS
For the financial year ended 31 December 2017

11. Funds movement (continued)

	2017 S\$	2016 S\$
ESU fund		
Balance at beginning of the financial year	2,502	-
Net (expenditure)/ income for the financial year	(58,941)	2,502
Balance at end of the financial year	<u>(56,439)</u>	<u>2,502</u>

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

	2017 S\$	2016 S\$
SWP fund		
Balance at beginning of the financial year	-	-
Net expenditure for the financial year	(1,724)	(13,708)
Gross transfer of funds	-	13,708
Balance at end of the financial year	<u>(1,724)</u>	<u>-</u>

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

	2017 S\$	2016 S\$
YES fund		
Balance at beginning of the financial year	-	-
Net expenditure for the financial year	(905)	(33,030)
Gross transfer of funds	-	33,030
Balance at end of the financial year	<u>(905)</u>	<u>-</u>

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

	2017 S\$	2016 S\$
CBP fund		
Balance at beginning of the financial year	-	-
Net income for the financial year	6,421	-
Balance at end of the financial year	<u>6,421</u>	<u>-</u>

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).

REACH COMMUNITY SERVICES SOCIETY

NOTES TO THE FINANCIAL STATEMENTS
For the financial year ended 31 December 2017

11. 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 General fund to cover the deficit in the financial year. This is provided that the General fund has adequate accumulated surplus for the transfer to take place.

12. Fund raising appeal

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

Funders



Giving Hope. Improving Lives.



Community Champions

ACI Singapore

Air Products Singapore

Cargill International Trading Pte Ltd

Credit Bureau (Singapore) Pte Ltd

Dragon Boat Innovate

Gammon Construction Pte Ltd

Grace Assembly of God, Singapore

Hewlett Packard Inc

Hougang United

Innervate Fitness

Informatics Education Ltd

Joshua Research Consultants Pte Ltd

Lee Foundation

Maritime and Port Authority of Singapore

National Youth Council

SeraphCorp Institute

Shangri-La Hotel, Singapore

Singapore Airlines Ltd

TeamBuild Construction (Pte) Ltd

The Straits Times School Pocket Money Fund

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

Community Stakeholders

Academy of Solutions-Focused Training

All Grassroots Organisations from Bishan-Toa Payoh GRC

All Grassroots Organisations from Hong Kah North SMC

Agency for Integrated Care (AIC)

Andrew and Grace Home

Bendeemer Secondary School

Bishan Community Club Youth Executive Committee

Bishan East CSC

Bishan HDB Branch Office

Bishan Neighbourhood Police Centre

Bishan North Community Club

Central Narcotics Bureau

Central Singapore CDC

COMNET AMKFSC Community Services

COMNET Senior Services

Criminal Investigations Department, Singapore Police Force

Guangyang Secondary School

HCSA Dayspring RTC

Hong Kah North CC

Institute of Mental Health, Singapore

Kembangan Chai Chee CSC

Kovan Sports Centre

National Healthcare Group

North East CDC

Pioneer CSC

Potong Pasir CSC

Queenstown Secondary School

Singapore Boys' Hostel

Singapore Dragonboat Association

Singapore Police Force

Singapore Sports Hub

SportCares Foundation

Social Service Office @ Toa Payoh

Student Care Services

Swiss Cottage Secondary School

T-Net (Teens Network Club)

Thank you,
all Family Service Centres, Schools and Voluntary Welfare Organisations
whom we have partnered with in 2017!

HOPE IS WITHIN REACH



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