

3 YEARS OF TOUCHING LIVES



Celebrating 30 Years of Touching Lives

Marking three decades of journeying with the community, this milestone reflects the lives touched, relationships built and the collective effort of partners, volunteers and staff. It is a celebration of how far we have come, and a renewed commitment to the work ahead.

Chairman's Message

As I stepped into the role of Chairman this year, I was deeply encouraged by the continued commitment of Bethesda Care Services in journeying alongside individuals and families through different seasons of life. FY2025/26 also marked a meaningful milestone as we celebrated 30 Years of Touching Lives, reflecting on three decades of care, partnership and community impact.

This year, BCS supported **5,493 beneficiaries** across our programmes and services, while disbursing **\$157,655 in financial and practical assistance** to individuals and families in need. These figures represent more than numbers. They reflect the many relationships, conversations and acts of support that continue to shape lives within our community.

Within **Elderly Services**, 805 seniors were cared for and engaged through programmes such as Meals-on-Wheels, Medical Escort & Transport Services, **Active Ageing** initiatives and the newly launched Angel Project. The growing needs within the community were also reflected in the increase in meals delivered monthly, rising to an average of **6,785 meals per month** this year. Beyond practical support, these programmes created opportunities for seniors to remain socially connected, active and supported within the community.

Our youth-focused programmes also continued to grow steadily in impact. Through **YouthSpace** and **BCS@College East**, more than **3,700 youths and ITE students** were engaged through mentoring, leadership development, workshops and service-learning opportunities. We are encouraged to see youths stepping forward to serve, support their peers and contribute meaningfully to the community. At **Sunshine Club**, children continued to receive structured care, academic support and guidance in character development, helping them grow in confidence and positive behaviour both in school and at home.

Families remained an important focus of our work this year. Through counselling, welfare support and initiatives such as the **Family Uplift Programme**, BCS supported **769 families and individuals**, while **145 clients** received casework and counselling support. These efforts strengthened family relationships, supported children's development and provided practical assistance to families navigating financial and relational challenges.

This year also reflected the strength of our wider community. Volunteer engagement grew significantly from **1,854 volunteers in FY2023/24 to 4,188 volunteers in FY2025/26**. We are deeply thankful for the many volunteers, corporate

partners, donors and community stakeholders who have journeyed with us in service. Their contributions continue to strengthen our ability to respond meaningfully to evolving community needs.

As we look ahead, we remain committed to deepening partnerships, strengthening programmes and continuing to serve with care, compassion and purpose. On behalf of the Management Committee, I would like to express my sincere appreciation to our staff, volunteers, donors and partners for their dedication and unwavering support. Together, we continue to build a more caring, connected and resilient community.

Joseph Eio

Mr Joseph Eio Wee Hiong
Chairman, Bethesda Care Services





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Mission & Vision

MISSION STATEMENT

To enhance the well-being of families and individuals by delivering quality and professional social services. We strengthen families, empower individuals to navigate life's challenges, and build resilient communities through relevant and integrated support.

ABOUT US

In 1996, Bethesda Care Services (BCS) started with a vision of reaching out and meeting the needs of the community in Bedok area. Today, we reach out and CARE for the children, youths, families and the elderly within our community by providing services and programmes tailored to meet their needs.

Across our service departments, we CARE for children, youths, families and seniors, prioritising the needs of the vulnerable in our community.



CORE VALUES



CARE

We demonstrate love, patience and kindness in all we do, serving with unity across teams and going beyond quality service to make a meaningful difference in the community.



AUTHENTICITY

We build sincere relationships grounded in integrity and transparency, fostering a safe and nurturing culture where mentoring, honest conversations and growth can take place.



RESTORATIVE

We journey with individuals and families towards healing, restoring hope, purpose and a renewed sense of possibility in their lives.



EMPOWERMENT

We equip individuals with sustainable skills and resilience to overcome challenges, while nurturing our staff and volunteers to grow, adapt and serve with excellence.

Bethesda Care Services

How It All Started



1996 Bethesda Care and Counselling Services Centre (BCCSC) was inaugurated.



2001 Family Services was established, bringing together Counselling, Youth and School-Based Social Work Services.



2012 exclTE Youth Service Centre was inaugurated at ITE College East, now rebranded as BCS@ College East.



1997 Youth Services was established to reach youth in the community. The Sunshine Club Student Care Centre began with a class of 16 children. Elderly Services started the Home Help Programme supported by the National Council of Social Service.



2015 BCCSC Youth Club was launched with a pilot group of 14 Primary 6 and secondary school students. It was later rebranded as YouthSpace.



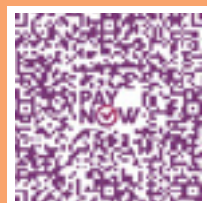
2011 Active Ageing programmes began with a small number of interest groups.



1999 A van donated by the Marine Parade Community Development Council and the Lee Foundation began operations in December to support Elderly Services, including Meals-on-Wheels and Medical Escort.



2026 BCS celebrates 30 Years of Touching Lives. Supporting **5,493** beneficiaries across youth, children, seniors and families, with **\$157,655** in financial and practical assistance provided.



For mobile banking donations, use PayNow feature on your app and donate directly **UEN S96SS0146D** or scan this QR code.

For 2.5 times tax deduction on your donation:

- Include your NRIC in the description/comments box.
- Screenshot the transaction and email to joannchoe@bethesdacare.sg within 48 hours.
- Include your name, identification number, contact number and address in the email.
- Only applicable for cash donations of \$10 and above.

Help **CARE** for the *community*

Donate to our charity and help provide meals, food rations, bursaries and more. Your donation will help us serve the frail and needy in Singapore.

Impact At a Glance

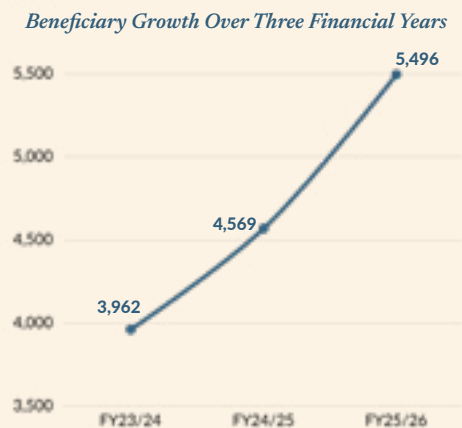
April'25 - March'26

Total no. of beneficiaries

5493

Assistance disbursed

\$157,655



Elderly

805 SENIORS CARED FOR AND ENGAGED

- 378 seniors on MOW and MET services
- 310 seniors engaged regularly through Active Aging
- 6785 meals delivered per month
- 138 new referral cases

BCS@CE

1865 ITE YOUTHS ENGAGED THROUGH COLLABORATIONS

- 120 student engagements per month
- 272 students engaged through Corporate engagement, partnership programmes and events

Sunshine Club

127 STUDENTS ENROLLED INTO STUDENT CARE

- 20 on MSF Comcare's Student Care Fee Assistance
- 4 special Needs students

Family

769 FAMILIES & INDIVIDUALS ASSISTED

- 145 received casework and counselling support
- 257 bursary recipients
- 100 students engaged through workshops
- 151 participants at Family Connect events
- 116 beneficiaries from community projects

YouthSpace

1927 YOUTHS ENGAGED

- 342 youth engagements per month
- 62 youths assisted through casework and mentoring



Elderly Services

Elderly Services continues to support seniors through practical care, meaningful connections and programmes that promote active and healthy ageing.

In FY2025/26, Elderly Services focused on strengthening the delivery of existing programmes to better support seniors in the community. Through **Meals-on-Wheels, Medical Escort & Transport Services, Active Ageing programmes and the Angel Project**, seniors received practical support, opportunities for social interaction and greater access to healthcare and community activities.

The department continued to promote **active ageing, emotional well-being and meaningful social connection**, helping seniors stay physically active, mentally engaged and connected to the community. Together with volunteers and community partners, the team worked towards enabling seniors to age with dignity, purpose and a stronger sense of belonging.



Welfare

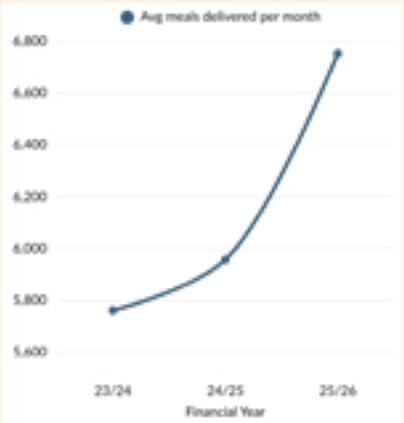
\$22,413 TOTAL AMOUNT OF ASSISTANCE DISBURSED


\$12,296
FESTIVE GOODIE BAGS
CO-SPONSORED BY BBTC MEMBERS AND BCS


\$2,500
HAMPERS
SPONSORED BY CIC


\$7,617
FINANCIAL ASSISTANCE
DIRECT FINANCIAL SUPPORT FOR M.E.T

Elderly Services provides timely support to seniors facing financial and daily living challenges, helping them meet essential needs with dignity. Over the year, **\$22,413 in assistance** was disbursed through festive goodie bags, hampers and direct financial support. The average number of meals delivered per month increased from 5,762 in FY23/24 to 5,959 in FY24/25 and **6,785 in FY25/26**, signalling growing needs within the community and continued responsiveness of support services.



Seniors also received regular meals, escort and transport assistance for medical appointments, ensuring continued care and access to essential services. Through these efforts, BCS remains committed to supporting vulnerable seniors with practical help and consistent care within the community.

“As Mum’s dementia and Parkinson’s disease progressed, caregiving became increasingly challenging, especially for medical visits. BCS Medical Escort and Transport made a world of difference. She would even joke that taxi drivers had tough competition. Despite her fading memory, she tried to remember the staff who cared for her. **To mum, BCS was a ray of sunshine in the midst of difficult days.**”
- Low Soon Peng, daughter of the late Mdm Siew Lan

IMPACT FIGURES

805
SENIORS CARED FOR AND ENGAGED IN ELDERLY SERVICES

378
SENIORS ON M.O.W AND M.E.T SERVICES

310
SENIORS ENGAGED REGULARLY THROUGH ACTIVE AGEING PROGRAMMES

6785
AVG MEALS DELIVERED PER MONTH

194
AVG OF MET TRIPS COMPLETED PER MONTH

138
NEW REFERRAL CASES



At a Glance

TARGET GROUP
Socially isolated seniors aged 50 and above

FOCUS AREAS
Social connection and emotional well-being

APPROACH
Home visits, outings and community engagement

REACH
76 seniors engaged since launch

DESIRED OUTCOMES
Improved well-being and stronger social support networks

Angel Project

Reaching isolated seniors through connection and community support

Approved by AIC’s Community Silver Trust Fund in June 2024, the Angel Project is spearheaded by BCS Elderly Services to support socially isolated seniors aged 50 and above in the Eastern region of Singapore. Focusing on social connection and emotional well-being, **the programme engages seniors through regular home visits, outings and community activities designed to reduce isolation and encourage meaningful interaction.**

Since its launch, the project has **reached 76 seniors** through outings to places such as Gardens by the Bay, Jewel Changi Airport and Changi City Point, as well as community events and gatherings. The team builds rapport with seniors before gradually encouraging participation in social activities and **strengthening informal support networks within the neighbourhood, with the aim of improving well-being and fostering a stronger sense of belonging.**

BUILDING CONNECTIONS THROUGH COMMUNITY CARE



“The outings were more than activities. They gave seniors opportunities to reconnect with others and the community around them.” - Volunteer from the Angel Project



Active Aging

Active Ageing at BCS supports seniors in staying physically active, socially connected and mentally engaged through a range of programmes suited to their interests and abilities.

Over the year, **434 seniors** participated in activities such as Zumba Gold, line dance, resistance workouts, conversational English and creative sessions. Of these, 310 seniors attended regularly, reflecting sustained engagement and a strong sense of community.

These programmes provide opportunities for seniors to build friendships, maintain well-being and stay actively involved in daily life.



Active Aging Programmes

We engaged over 400 seniors in the past financial year through regular activities, workshops and health talks, supported by a dedicated team of volunteers.



Scan to find out more.

434

ENGAGED THROUGH ACTIVE AGEING PROGRAMMES

310

REGULAR ACTIVE AGEING PARTICIPANTS

ACTIVE AGEING PROGRAMMES

COGNITIVE	Rummy-O	SKILLS	Conversational English
	Bingo		Healthy Cooking
	Ding Ding	MUSIC	Steel Tongue Drum
FITNESS	Zumba Gold		Ukulele
	Line Dance		Karaoke
	Fun Dance		
	Resistance Band Workout		
	Low Impact Aerobics		
	Cardio Fun Workout		



“For over 10 years, my world was confined to a motorised wheelchair, and I often felt lonely and isolated. Since joining BCS Active Ageing programmes, I now look forward to weekly activities and time with friends. My life has become fuller and more vibrant. I am deeply grateful to BCS and the volunteers who made this possible.”

- Mr Lee Khee Nam

A WINNING MINDSET

STORIES FROM OUR BENEFICIARIES



Aunty May Yin’s Active Ageing Journey

For Aunty May Yin, a regular participant in Bethesda Care Services’ Active Ageing programmes, staying active is about more than exercise—it’s a mindset. When she first joined our sessions, she was introduced to Rummy-O by fellow seniors. What began as a simple recreational activity soon became a passion. With practice and encouragement, she gained confidence and went on to represent BCS at **Rummy-Con 2025**, where her team emerged **overall champions for the three years**. Beyond the championship, Aunty May Yin values the friendships, mental stimulation, and shared joy that come with regular participation. Her journey reflects the wider benefits of Active Ageing programmes: seniors maintain physical health, sharpen cognitive skills, and strengthen social connections.

What mattered most was the camaraderie, mental stimulation and shared joy we experienced along the way.

Auntie May Yin’s journey reminds us that it is never too late to try something new, build friendships, and grow in confidence.

ELDERLY SERVICES Supporting seniors to age well

Elderly Services supports seniors through programmes, outreach and essential services that promote active ageing, independence and social connection.

MEDICAL ESCORT AND TRANSPORT (MET)

Sends elderly to and fro for their periodic medical check-up or follow-up at the hospitals and polyclinics

MEALS-ON-WHEELS (MOW)

Two cooked meals are delivered twice a day to the doorstep of the elderly who need help preparing meals or purchasing them.



Scan to find out more.

Family Services

This year, the Family Services Department focused on strengthening family relationships and building resilience among families facing financial, relational and parenting challenges.

Through programmes such as the **Family Uplift Programme**, parents were supported in developing confidence and practical parenting skills, while children benefited from socio-emotional learning to build resilience and a positive growth mindset.

Families showed improved coping strategies and stronger parent-child relationships, with reduced risk of crisis escalation. Ongoing casework and counselling continued to provide coordinated support for families with higher needs, helping to stabilise their situations. Initiatives such as **Renovaid** also contributed to improved living environments, enabling families to experience greater stability and quality time together.

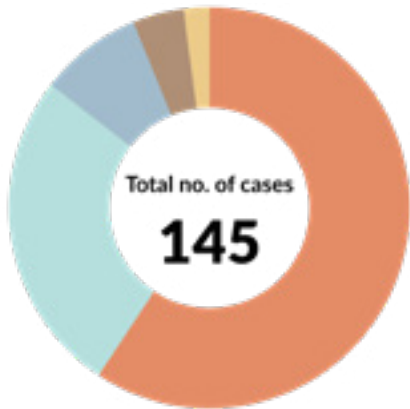
These efforts aim to ensure that children feel safe and supported at home, while families are better equipped to navigate challenges and grow together.



Casework & Counselling

Casework and Counselling services supported **145** clients facing financial, emotional and family-related challenges in FY25/26. Financial concerns formed the majority of cases, reflecting ongoing cost pressures alongside interconnected emotional and relational needs.

Through case management and counselling, clients received practical assistance, referrals and targeted support to help them stabilise and move forward with confidence.



Counselling Case Types

Financial	86	60%
Emotional	38	26%
Family & Marital	12	8%
Behavioural	6	4%
Others	3	2%

Welfare

\$130,007

TOTAL AMOUNT OF ASSISTANCE DISBURSED

\$29,036
ASSISTANCE TO THE NEEDY

\$96,250
BURSARY AWARDS

\$3,221
MONTHLY FOOD RATION

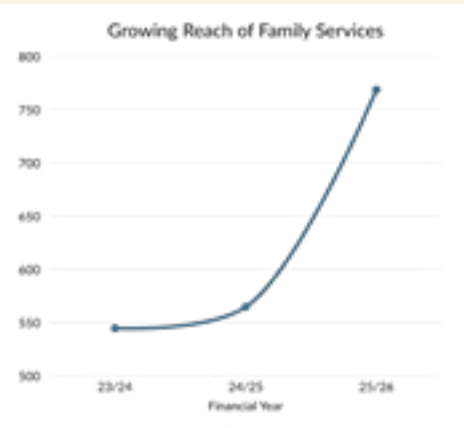
\$1,000
COMMUNITY PROJECT BY MITRA

\$500
DONATION IN-KIND

Welfare Services provided timely financial and practical support to families facing daily living challenges, with a total of **\$130,007**

disbursed across assistance schemes, bursary awards and food rations. Through structured case management, families were supported with targeted assistance and linked to relevant resources, helping them

stabilise their circumstances and navigate ongoing financial pressures. These efforts reflect BCS' continued commitment to meeting essential needs with care, dignity and sustained support.



IMPACT FIGURES

769

FAMILIES AND INDIVIDUALS ASSISTED BY FAMILY SERVICES

145

FAMILIES AND INDIVIDUALS ASSISTED THROUGH CASEWORK AND COUNSELLING

257

BURSARY AWARD RECIPIENTS

100

STUDENTS ENGAGED THROUGH WORKSHOPS

151

PARTICIPANTS AT FAMILY CONNECT EVENTS

116

BENEFICIARIES FROM COMMUNITY PROJECTS



At a Glance

- 6 -MONTH STRUCTURED PROGRAMME**
Sustained engagement for deeper family impact
- UP TO 131 PARTICIPANTS ENGAGED**
Across children and caregivers
- 7 INTEGRATED PROGRAMME COMPONENTS**
Spanning bonding, parenting and child development
- 40+ VOLUNTEERS MOBILISED**
Supporting programme delivery
- MULTI-DISCIPLINARY SUPPORT NETWORK**
Including social workers, nutritionists and community partners

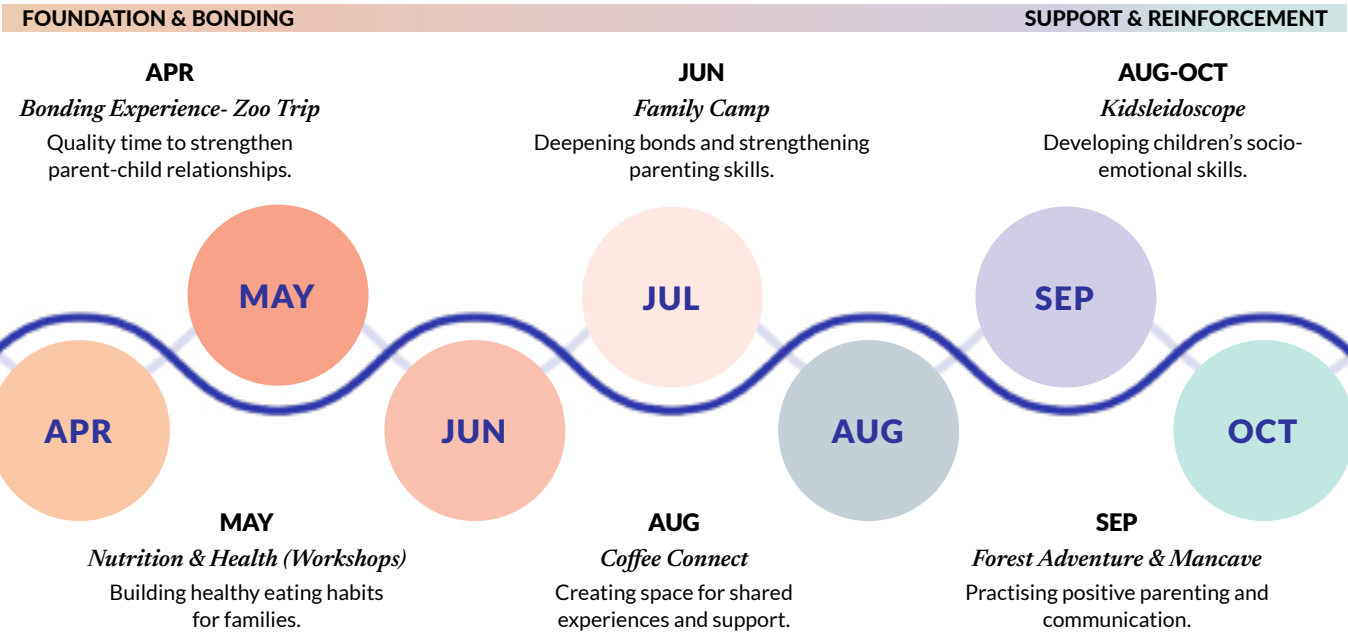
★ NEW INITIATIVE

Family Uplift Programme

Strengthening family stability through integrated, community-based support

The Family Uplift Programme is a six-month initiative designed to support lower-income families through a coordinated series of interventions. By strengthening parent-child relationships, building parenting capacity, and supporting children's development, the programme contributes to long-term family stability and resilience.

PROGRAMME JOURNEY



BONDING EXPERIENCE - ZOO TRIP

26 APRIL 2025

Families spent a meaningful day at the zoo, creating positive shared experiences and strengthening parent-child relationships through quality time together.

NUTRITION & HEALTH WORKSHOPS

24, 31 MAY 2025

Families learnt from a professional nutritionist how to support children's growth through balanced diets. The second session included a hands-on cooking workshop, where parents and children prepared healthy meals together.



3D2N FAMILY CAMP

20 - 22 JUNE 2025

Held over three days and two nights at Village Hotel Changi, the camp combined outdoor activities, team games, and a beachfront BBQ to strengthen family bonds. While children participated in guided activities, parents attended workshops on active listening and self-care to build parenting capacity.



FOREST ADVENTURE & MANCAVE

30 AUGUST 2025

Children took part in an outdoor adventure course at Forest Adventure, Bedok Reservoir, while parents attended a parenting workshop at Mancave@HomeTeamNS. The session focused on affirmation and positive communication. Parents then created affirmation cards for their children before reuniting for lunch, BBQ, and indoor games.



COFFEE CONNECT

30 AUGUST 2025

Parents gathered in a relaxed setting at Parvifolia Café to share parenting experiences and support one another. While the parents gathered, children participated in a separate ice cream-making workshop.

I was surprised that my family and I could comfortably interact with others. I feel less isolated after connecting with families facing similar challenges. After the camp, my children are closer and talk more at home. My youngest is even more willing to try new food.

- Mdm Lim, single mother

KIDSLEIDOSCOPE

19 AUGUST TO 7 OCTOBER 2025

Children participated in an eight-session socio-emotional learning programme conducted by SMU students. Topics included friendship-building, time management, and conflict resolution.



The outings gave us bonding opportunities we would not have had otherwise. I am now more intentional about spending quality time with my children. The parenting workshops helped me practise new skills and become more confident. My relationship with my children has improved.

- Angeline, parent

**Names have been changed to protect identities.*

Renovaid

Restoring homes, renewing lives through community care

RENOVAID PROJECT I

7, 14, 21 JUNE 2025

5 BENEFICIARIES · 12 VOLUNTEERS

Two Cell Groups came together to support a family of five living in a two-room HDB flat. The home was decluttered, with unused and expired items cleared to create a safer and more liveable space.



Volunteers worked alongside partners to address severe mould issues, deep-clean the home and apply a fresh coat of paint. They also raised funds to provide essential furniture, including a wardrobe, sofa bed, kitchen cabinets, storage shelves and a study table.

The transformation brought renewed comfort and dignity to the family, who shared that they now look forward to returning home each day.

RENOVAID PROJECT II

23 NOVEMBER 2025

2 BENEFICIARIES · 9 VOLUNTEERS

Support was mobilised for a client whose home was affected by severe mould, which had aggravated her asthma. As she was unable to work, she could not afford the necessary repairs, as she faced significant challenges within her family.



Volunteers coordinated and sponsored the repainting of the home, creating a cleaner and healthier living environment. With the improvements, she was able to return to sleeping in her bedroom comfortably.

Beyond practical support, care and encouragement were extended during a difficult season in her life. The client expressed deep gratitude for the kindness and support received.

Health Talk

Urinary Tract Cancers & Management of Chronic Illness

📍 Fengshan Community Center

👤 37 Participants

Residents gained practical insights on cancer, hypertension and diabetes through accessible sharing by Dr Chin Chong Min (Urologist) and Dr Kalista Wan (Family Medicine Resident), empowering them to better care for themselves and their families.



Christmas Party

📍 BBTC, Hall 2

👤 29 Participants · 24 Volunteers

Families enjoyed a festive celebration with games, performances and a shared meal, bringing joy and connection, along with take-home gifts for the season.



Chinese New Year Carnival

📍 Block 429A

👤 50 Participants · 100 Volunteers

Residents came together for a vibrant celebration with games and performances. Guest-of-Honour Mr Tan Kiat How joined to share festive greetings. Meals were thoughtfully catered, with alternative refreshments provided for Muslim residents observing Ramadan.



Bursary Awards

📍 BBTC, Hall 1

👤 257 Recipients · \$84,000 disbursed

BCS marked its 25th bursary cycle, recognising students who demonstrated resilience in their studies. Guest of Honour Ms Hazlina Abdul Halim joined corporate partners Crédit Industriel et Commercial, Hapag-Lloyd and Phillips 66 in supporting families, alongside a testimony from a former recipient.



STORIES FROM OUR BENEFICIARIES

Finding Strength in Marriage Again

When Jeff and Wan Ting first sought support, their relationship was caught in a cycle of unresolved conflict. Small disagreements escalated into recurring patterns of hurt and resentment, leaving both feeling unheard and emotionally drained. Despite the challenges, they remained committed to making their marriage work and reached out for counselling support through BCS.

From the outset, the sessions provided a safe and supportive space. With guidance from their counsellor, they began to unpack deep-seated patterns and were equipped with practical tools to manage conflict. Over time, each session brought clarity, reassurance and growing hope.

As they applied what they had learnt, communication improved and they were better able to regulate their emotions. What was once an unstable relationship gradually became a stronger and more secure partnership.

Today, their journey has come full circle. From uncertainty about their future together, they are now proud parents to a four year old child, reflecting the stability and growth they have built as a couple.

Looking back, they remain deeply thankful for the consistent support and professionalism throughout their counselling journey. Even after the initial sessions, periodic check ins continued to provide reassurance and encouragement.

We were supported, heard, and given the tools to step out of harmful patterns and rebuild our relationship.

FAMILY SERVICES

Walking with Families

We journey with families through life's challenges, providing counselling, practical support and programmes that strengthen relationships and build resilience.

COUNSELLING & CASEWORK

Guidance and support through difficult life situations

FINANCIAL & PRACTICAL ASSISTANCE

Meeting immediate needs to stabilise daily living

FAMILY STRENGTHENING PROGRAMMES

Building resilience and nurturing stronger relationships

Scan to find out more.



BCS @ College East

BCS @ College East continued to engage students through mentoring, values-driven activities and service-learning opportunities that foster confidence, resilience and positive character development.

This year, there was a stronger emphasis on mental wellness, helping students build self-awareness, emotional regulation and healthy coping strategies.

Students showed increased openness in sharing their challenges and a greater willingness to seek support, contributing to a stronger sense of belonging within the centre. Through experiential activities and peer interactions, many developed greater confidence, social skills and a readiness to step forward and participate meaningfully.

A key highlight was the partnership with **Yayasan, MENDAKI YouthSpace** at the Student Integrated Hub, which expanded opportunities for joint programmes and outings, providing students with broader exposure and more coordinated support. Student-led initiatives, such as the Children’s Day Community Project, also saw participants take ownership, demonstrating teamwork, leadership and a growing sense of purpose.

Despite challenges in sustaining attention and engagement in a digitally-driven environment, the year reaffirmed the importance of creating safe and supportive spaces. With the right environment, students are more willing to open up, grow and develop the confidence and life skills needed for the future.



Highlights



RESILIENT PROGRAMME FOR SEN

3 SESSIONS • 27 STUDENT PARTICIPANTS

The programme focused on building resilience through experiential activities that encouraged participation, reflection and social interaction. An added outing provided opportunities for shared experiences, fostering confidence, connection and a stronger sense of inclusion.

SG60 PROJECT: LIVE OUT LOVE

60 STUDENT PARTICIPANTS

In celebration of Singapore’s 60th year, 60 students created handcrafted gifts and appreciation messages for 60 teachers and staff. The initiative encouraged students to express gratitude through meaningful actions, fostering empathy, responsibility and a stronger culture of care within the school community.



IMPACT FIGURES

1865

ITE YOUTHS ENGAGED THROUGH COLLABORATIVE PROGRAMMES

120

STUDENTS ENGAGEMENTS PER MONTH

272

STUDENTS ENGAGED THROUGH CORPORATE ENGAGEMENT, PARTNERSHIP PROGRAMMES AND EVENTS

Highlights



CONEY ISLAND BEACH CLEANING WITH HAPAG-LLOYD

10 HAPAG-LLOYD STAFF · 28 STUDENT PARTICIPANTS · 2 VOLUNTEERS

In partnership with Hapag-Lloyd, students took part in a beach cleaning activity that emphasised teamwork, perseverance and environmental responsibility. The shared experience reinforced the value of collective action in caring for the environment.

The beach clean-up was a meaningful and eye-opening experience. It highlighted the impact of daily waste on marine life and offered the opportunity to connect with students and understand their motivations. Despite the hard work, it brought different groups together in positive collaboration.

- Pamela Li Er Seong Koon, Hapag-Lloyd

Joining the beach clean up was truly inspiring. Turning waste into hope, giving plastic a second life, and sharing unforgettable moment of learning and connection with students.

- Francisco Gabriel Pincheira, Hapag-Lloyd

SUSTAINABILITY PROGRAMME

2 SESSIONS · 24 STUDENT PARTICIPANTS

In partnership with The Good Earth School, students participated in hands-on sustainability activities, gaining practical insights into environmental stewardship. The programme encouraged students to take initiative in promoting sustainable practices within their communities.



RIISING BEYOND EXPECTATIONS

STORIES FROM OUR BENEFICIARIES



Meng Seng's Journey

Once told he would not make it through school, Meng Seng's journey could have ended there. Instead, with perseverance and the support of mentors from BCS @ College East, he found a different path forward.

During his Nitec studies, Meng Seng was introduced to BCS through his CCA, where he met mentors who guided him through academic and personal challenges. Struggling with schoolwork and confidence, he received patient support, from learning basic digital skills to building friendships and communication.

Despite earlier setbacks, Meng Seng pressed on. With encouragement, he completed his studies and went on to achieve the National Youth Achievement Award (NYAA), marking his growth in resilience and determination.

Today, Meng Seng has returned to serve with BCS, giving back to the same community that once supported him. Through mentoring youths and engaging seniors, he continues to make a positive impact, reflecting his journey.

Life gets tough sometimes, but staying open-minded and not giving up can make the journey easier. Just keep pushing forward, you'll be surprised how far you can go.

- Meng Seng

BCS @ COLLEGE EAST Mentoring youths to build confidence and resilience

BCS @ College East enables youths to build resilience, connect with others and serve the community through mentoring and programmes.

1-ON-1 MENTORING
Personalised guidance for growth

INTEREST GROUPS
ACTIVITIES
Building friendships and skills

LEADERSHIP CAMPS
Developing leadership and resilience

S.E.N PROGRAM
Support for diverse learning needs

YOUTH DROP-IN CENTRE
A safe space for support

Scan to find out more.



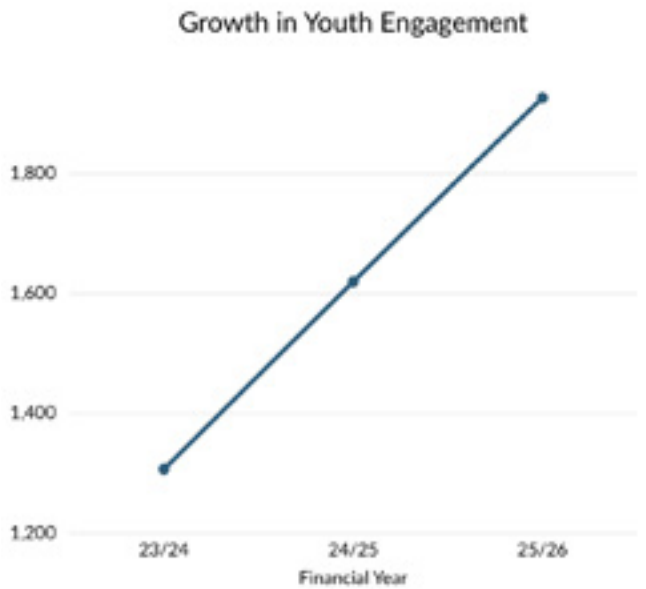
YouthSpace

Creating opportunities for youths to develop leadership, build connections and take ownership of meaningful initiatives.

This year, YouthSpace strengthened its programmes while introducing new ways to **deepen youth engagement and impact**. Youth participation continued to grow steadily, with engagement increasing from 1,307 in FY2023/24 to 1,927 in FY2025/26, reflecting the continued relevance of our programmes and the trust built with youths.

A key focus was integrating **skill-based volunteering** and **mentoring opportunities**, enabling youths to take on more active roles from planning to execution. Initiatives such as EastSideSessions continued to grow, with alumni stepping forward to lead and give back. Through these efforts, YouthSpace saw increased

confidence, leadership and a stronger sense of belonging among youths. Looking ahead, the department is preparing for its next phase of growth, with plans to establish a dedicated casework and counselling arm to further support youths in navigating challenges and building resilience.



Highlights

SENIOR'S PHOTOGRAPHY SESSION

31 OCTOBER 2025

28 YOUTHS · 150 PARTICIPANTS

YouthSpace facilitated a collaboration between ITE College East students and the elderly community. Students from the Hairstyling and Salon Management course provided makeovers, while members of the Photography Club captured



professional portraits. The initiative brought together learning and service, creating a meaningful and confidence-boosting experience for seniors.

YOUTHSPACE CAMP ADVANCE

11 - 13 DECEMBER 2025

5 VOLUNTEERS · 9 PARTICIPANTS

YouthSpace organised a 3-day, 2-night leadership camp for selected youth leaders from different community backgrounds.

The camp focused on the value of **Acceptance**, helping participants build the mindset and skills to work with peers from diverse



backgrounds. Through group activities, facilitated sessions, and reflection, youths were encouraged to lead their peers in building more inclusive communities.

The camp aimed to develop youth leaders who model acceptance and **create spaces where others feel included and respected**.

IMPACT FIGURES

1927

YOUTHS ENGAGED THROUGH EVENTS & PROGRAMMES

342

AVERAGE NO. OF YOUTH ENGAGEMENTS PER MONTH

62

YOUTHS ASSISTED THROUGH CASEWORK AND MENTORING

YOUTHSPACE

Empowering youths to grow, lead and make a difference

YouthSpace provides a supportive environment where youths develop life skills, form meaningful connections and contribute to the community.



HANGOUT TIME!
Open 1pm to 6pm (Mondays, Tuesdays and Thursdays)



STREET CULTURE
Monthly Eastside Sessions, Ad hoc dance programmes, and more.



HEALTH & WELLNESS
Monthly sports outings and Sports Interest Groups



YOUTHSPACE CARES
Building resilience and nurturing stronger relationships



Scan to find out more.

Highlights

EAST SIDE SESSIONS DANCE INTENSIVES

3 - 31 DECEMBER 2025
5 SESSIONS • 108 PARTICIPANTS

EastSideSessions introduced a new series of **one-week dance intensives** to develop youth dancers’ technical and performance skills.

Supported by alumni from the programme and clubs, the initiative strengthened the link between current student dancers and alumni. The intensives ended with battle and showcase competitions.

Beyond skills training, the programme encouraged interaction between Temasek Polytechnic and ITE CE students, creating opportunities for **learning, exchange, and collaboration** within the wider dance community.

“ I became more confident in my performance and picked up new techniques. It was also great to learn from alumni and dance alongside others from different schools. ”
- Dance participant



“ I’ve had a really positive experience at YouthSpace over the past two years. It’s a safe and welcoming place where I felt supported and able to grow. I especially appreciated the opportunities to volunteer, like Meals on Wheels, where we could spend time with and support seniors. The staff are caring and attentive, and the environment makes it easy to feel comfortable and included. It’s a place I would recommend to other youths. ”

- Felise



Sunshine Club

Sunshine Club supports students through structured care, daily routines and guided interactions that build positive behaviour and social-emotional skills.

This year, the centre placed emphasis on **character development**, focusing on values such as **self-control** and **honesty** through engaging programmes and daily practice.

Students showed improved emotional regulation and stronger participation in activities, while

partnerships with YouthSpace volunteers provided meaningful mentorship and support. The centre also worked closely with families, guiding them through financial assistance processes and conducting home visits to better understand their needs.

These efforts strengthened support for both students and parents, helping children grow in confidence, character and stability at school and at home.



Highlights



CHINESE CULTURE EXPLORATION

16 JUNE 2025

2 VOLUNTEERS · 30 STUDENTS

During the June holidays, students were introduced to Chinese culture through storytelling and hands-on activities. Volunteers from Hwa Chong Insitution engaged Primary 1 and 2 students with a Chinese folktale, followed by a simple introduction to related idioms, helping them understand the meaning behind the story.

Students then created clay figures based on the characters, allowing them to express their creativity while reinforcing what they had learnt. The activity provided an engaging way for students to appreciate cultural traditions, while building confidence, participation and curiosity through interactive learning.



IMPACT FIGURES

127

STUDENTS ENROLLED IN SUNSHINE CLUB

20

STUDENTS ON MSF COMCARE STUDENT CARE FEE ASSISTANCE

4

SPECIAL NEEDS STUDENTS

SUNSHINE CLUB

Nurturing children's growth in character, learning and confidence

Sunshine Club offers a safe after-school space with academic support and enriching activities that build confidence and social skills.

READING, SUPERVISED HOMEWORK & REVISION

Guided time for reading and completing schoolwork with support.

ENRICHMENT ACTIVITIES

Interest-based activities that build creativity and curiosity.

OUTDOOR RECREATION

Structured play that supports physical development and social interaction.

HOLIDAY EXCURSIONS

Planned outings that offer experiential learning beyond the classroom.



Scan to find out more.

Highlights

VICTORIA JC WEEKLY TUTORING & BEFRIENDING

16 JUNE 2025
10 VOLUNTEERS · 30 STUDENTS

Students from Victoria Junior College come to Sunshine Club weekly to support Primary 1 to 3 students through homework guidance, reading support and meaningful interaction. Beyond academic help, the volunteers also spend time engaging the children during recreation through board games, card games and free play, building friendships and positive connections with the students.



SHRINK ART ACTIVITY

16 JUNE 2025
16 VOLUNTEERS · 60 STUDENTS

The Bettering Branch, a volunteering group from YouthSpace, organised a shrink art activity for students at Sunshine Club. Students designed and coloured their own artwork before watching them transform into mini keychains, making the session both fun and engaging.



GALAXY JAR MAKING

17 OCTOBER 2025
15 VOLUNTEERS · 35 STUDENTS

Students at Sunshine Club took part in a galaxy jar making activity conducted by volunteers from ITE College East's Care Connection Club. Using colours, glitter and cotton, the children created their own miniature "galaxies" while exploring creativity through hands-on learning and design.



GARDENS BY THE BAY CENTRE OUTING

16 JUNE 2025
60 STUDENTS

During the December holidays, students from Sunshine Club visited Gardens by the Bay, where they explored the Cloud Forest and Flower Dome while learning about different plant species and environments. The outing encouraged curiosity, appreciation for nature and opportunities for students to bond and learn together outside the classroom.



Corporate Partnerships & Community Impact

Partnering Corporates and Community to Deliver Sustained Support for Families and Individuals in Need



Partners' Appreciation Night

CELEBRATING 30 YEARS OF TOUCHING LIVES

Partners Appreciation Night 2026 marked a meaningful milestone as Bethesda Care Services celebrated **30 Years of Touching Lives**. The evening brought together partners, volunteers, and community stakeholders in a shared moment of reflection and gratitude.

We were honoured to have **Tan Kiat How, Senior Minister of State**, and **Hazlina Abdul Halim, Member of Parliament**, join us in commemorating this special occasion.

The programme featured vibrant performances reflecting the diversity of our community. The Active Ageing group delivered a steel drum performance, while YouthSpace energised the room with a dynamic street dance segment. Guests also participated in a table craft activity, creating time capsules capturing shared memories and hopes for the future. A commemorative pin was presented to mark this milestone.

A highlight of the evening was a heartfelt performance by BCS staff representatives, who came together to sing a commemorative song, *'Make a Difference'*, capturing the organisation's journey and impact.

As we reflected on three decades of service, the evening reaffirmed that every partnership has shaped lives and strengthened communities. Together, we continue the journey of care, connection, and impact.



**COFFEE SCRUB
UPCYCLING
WORKSHOP**
23 JULY 2025
**20 VOLUNTEERS ·
20 STUDENT PARTICIPANTS**

In partnership with Phillips 66 and ITE College East (Beauty & Wellness), this workshop brought together employees, students and community members to explore sustainable practices through hands-on upcycling. The initiative fostered meaningful interaction while raising awareness of environmental responsibility in a creative and engaging way.



**BEACH CLEANING AT
CONEY ISLAND**
6 JUNE 2025
**10 VOLUNTEERS ·
28 STUDENT PARTICIPANTS**
A collaborative effort brought together Hapag-Lloyd staff, student volunteers, and community partners in a shared commitment to environmental stewardship at Coney Island.

Despite the physically demanding task of clearing debris and waste, participants contributed wholeheartedly to the clean-up effort. The team made a tangible impact to the environment, collectively removing a significant volume of litter and restoring the natural landscape.



“Turning waste into hope, giving plastic a second life, and sharing meaningful moments of learning and connection with students.”
- Francisco Gabriel Pincheira, Hapag-Lloyd

**CHRISTMAS GOODIE BAG
DISTRIBUTION**
22 NOVEMBER 2025
16 VOLUNTEERS · 50 BENEFICIARIES
Through the continued partnership with CIC, volunteers delivered Christmas goodie bags to seniors in the community, bringing warmth and encouragement during the festive season. Each visit was a chance to spend time, share conversations and connect with the seniors.



2025

FY25/26

CSR Timeline

2026

May



9 MAY'25

Meals on Wheels with JP Morgan



16 MAY'25

Meals on Wheels with Singapore Airforce



22 MAY'25

Meals on Wheels with UOB Kay Hian

Jun



24 MAY'25

Rainforest Wild Asia with CIC



30 MAY'25

Meals on Wheels with Rolls Royce



6 JUN'25

Beach Cleaning at Coney Island with Hapag Lloyd



6 JUN'25

Digital Literacy Workshop with Fitch Group

Jul



13 JUN'25

Meals on Wheels with JP Morgan



27 JUN'25

Meals on Wheels with The Bettering Branch



11 JUL'25

Meals on Wheels with JP Morgan



23 JUL'25

Coffee Scrub Upcycling Workshop with Phillips 66

Aug



22 AUG'25

Meals on Wheels with Hapag Lloyd



23 AUG'25

Baking Pizza & Muffin with CIC



12 SEP'25

Meals on Wheels with JP Morgan

Sep



2 OCT'25

Games, Music, Fun with Unilever SG



31 OCT'25

Meals on Wheels with HSBC



11 NOV'25

Meals on Wheels with Mindef (DIS)



22 NOV'25

Christmas Goodie Bags Distribution with CIC

Nov



7 NOV'25

House Cleaning with Hapag Lloyd



5 FEB'26

Partners' Appreciation Night & 30th Anniversary



26 FEB'26

Meals on Wheels with HSBC

Feb

Fundraisers

Total raised
\$886,527.65

BCS-Led Fundraising Events

\$8,591.15
Heart to Heart
MAY - AUG'25

\$5,892.50
Care Bearers
MAY - AUG'25

\$97,058
BCS CAREs
JUN - AUG'25

\$293,222
BCS Awareness Week
JUL - DEC'25

\$335,731
AIWFC - Gift of Time
NOV'25 - FEB'26

Ground-Up Fundraisers

\$135,033
DARIEN
APR'25 - MAR'26

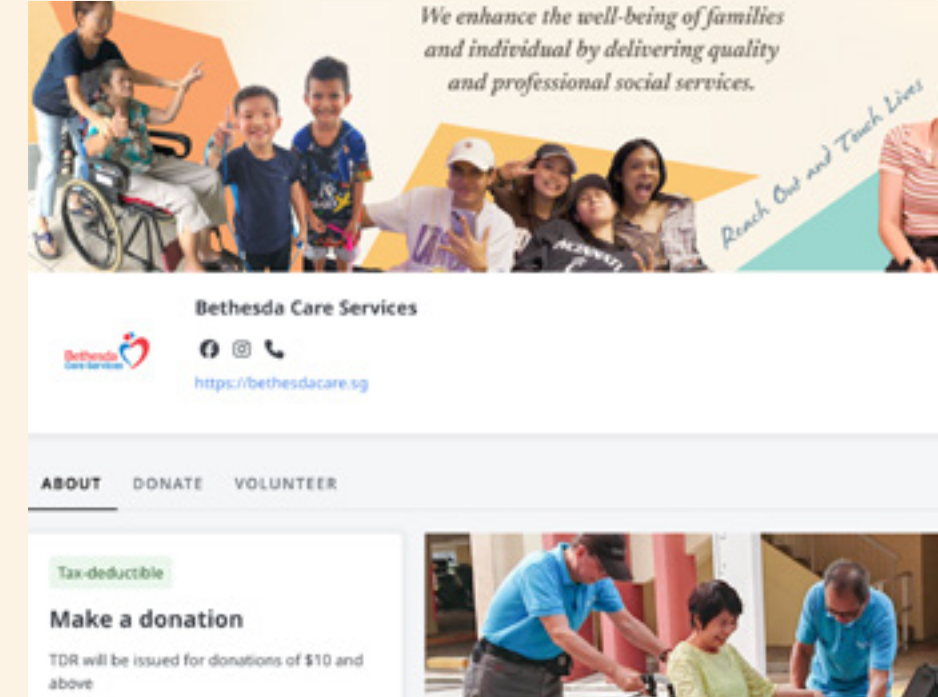
\$11,000
PP Partners
SEP - OCT'26

BCS CARES

JUNE - AUGUST 2025

Our Giving.sg campaign, BCS CAREs, raised a total of **\$97,058** in 2025. The initiative responded to the growing needs of our community, especially young families from middle to low-income households who continue to feel the strain of rising living costs.

Through this fundraising effort, we were able to continue supporting vulnerable individuals and families.



BCS AWARENESS WEEK, EMPOWERING LIVES

JULY - DECEMBER 2025

BCS Awareness Week, our annual fundraiser, was held in August with the theme **Empowering Lives**. The campaign reflected our continued commitment to uplift individuals and families facing challenges by strengthening support systems and opening pathways towards fuller, more meaningful lives.

Throughout the campaign week, video testimonials featuring voices from beneficiaries, volunteers and staff were shared during Bethesda Bedok Tampines Church weekend services. These heartfelt stories highlighted the real and lasting impact of our work within the community.

The campaign raised a total of **\$293,222**, strengthening our ability to continue serving those in need and extending care where it is most needed.





BCS-LED FUNDRAISING EVENT

HEART TO HEART

MAY - AUGUST 2025

Supported by BCS@College East, Project Heart to Heart fostered a campus culture of empathy, kindness and respect, helping youth navigate environments often marked by judgement and negativity.

Through resilience-building programmes, values-based workshops and inclusive activities with students with special needs, the initiative encouraged greater compassion, confidence and understanding among young people.

The project raised a total of \$8,591.15.

BCS-LED FUNDRAISING EVENT

CARE BEARERS

MAY - AUGUST 2025

The Youth For Causes (YFC) project is a yearly collaboration with SNA Student Nurses' Chapter to raise funds for YouthSpace. Care Bearers organised a donation drive, thrift market, crochet sales, and an online giving.sg campaign with a short film sharing YouthSpace stories. The project promotes youth volunteerism and empathy through giving.

A total of \$5,892.50 was raised.



BCS-LED FUNDRAISING EVENT

ALL I WANT FOR CHRISTMAS - GIFT OF TIME

NOVEMBER 2025 - FEBRUARY 2026

Gift of Time is BCS' annual Christmas campaign supporting vulnerable families, children and homebound seniors. Funds raised provide festive assistance and year-round support through food rations, vouchers and financial aid, with remaining funds channelled to BCS programmes and services. Volunteer visits also bring companionship and Christmas cheer to homebound seniors.

The campaign raised a total of \$335,731.



COMMUNITY-LED FUNDRAISER

DARIEN

APRIL 2025 - MARCH 2026

Having personally benefited from BCS support during his formative years, Darien shared his lived experience of growing up in a single-parent household facing financial challenges. With assistance such as food rations, subsidised tuition and bursary support, he was able to complete his education and achieve greater stability in adulthood.

He now gives back by supporting the same cause, highlighting the continued need for practical assistance for families navigating financial hardship in Singapore.

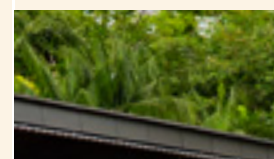
COMMUNITY-LED FUNDRAISER

SENIORS OUTING TO GARDENS BY THE BAY WITH PP PARTNERS

SEPTEMBER - OCTOBER 2025

As part of their outreach efforts, PPPartners organised an outing to Gardens by the Bay, spending time with seniors, some of whom had not visited such places in years. Volunteers also went the extra mile to arrange transport, personally picking up and accompanying seniors to the venue.

The initiative highlighted the importance of presence and social inclusion, showing that time and care can make a meaningful difference in the lives of seniors beyond financial support.





Volunteers

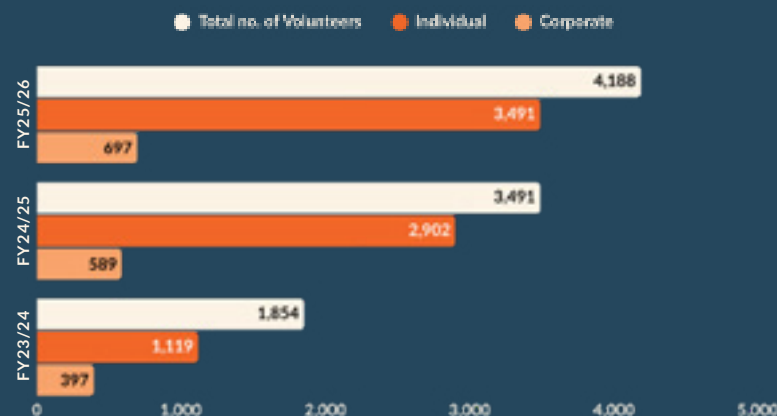
The Heart Behind Every Impact

4,188
TOTAL VOLUNTEERS

3,491
INDIVIDUAL VOLUNTEERS

697
CORPORATE VOLUNTEERS

Volunteer Engagement Overview (FY2023/24 – FY2025/26)



Volunteering at the Family Camp was a meaningful experience. It was encouraging to see families spend time together, support one another and grow closer through the activities. Some moments were simple, like sitting together or taking part in games, but you could tell they mattered. Being there reminded me how important it is to create space for connection, especially when daily life can be challenging.

- Andrea, Volunteer

Our volunteers remain at the core of what makes BCS thrive, shaping meaningful experiences across our programmes. Over the past three years, volunteer engagement has grown from 1,854 in FY2023/24 to **4,188** in FY2025/26. This reflects expanding partnerships and a deepening culture of service among both individual and corporate volunteers.

Volunteers continue to show up across different programmes, contributing their time where it is needed. Their presence brings connection and support to those we serve.



Help CARE for the *community*

Donate to our charity and help provide meals, food rations, bursaries and more. Your donation will help us serve the frail and needy in Singapore.

\$50

provides one month of dry food rations for a family of four

\$220

provides a week's supply of rice for the Meals on Wheels programme & Student Care Center

\$500

provides a bursary award for one secondary school student

PAYNOW



Bethesda Care Services

For mobile banking donations, use PayNow feature on your banking app and donate directly UEN S96SS0146D or scan this QR code. **For 2.5 times tax deduction on your donation:**

- Include your NRIC in the description /comments box.
- Screenshot the transaction and email to joannchoe@bethesdacare.sg within 48 hours.
- Include your name, identification number, contact number and address in the email.
- Only applicable for cash donations of \$10 and above.

For other modes of donation or to find out if we have any ongoing fundraising campaigns, please visit bethesdacare.sg/donation.

Corporate Information

The organisation was registered under the Registry of Societies in Singapore on 21 June 1996 and registered as a Charity on 19 April 1997 as Bethesda Care and Counselling Services Centre (BCCSC). On 7 February 2018, our name change to Bethesda Care Services was effected. The organisation is a full member of the National Council of Social Service and has an Institution of a Public Character (IPC) status. BCS has a constitution as its governing instrument.



Name in Chinese: 恩典之家

ROS Registration Number: ROS 164/96 WEL

Charity Registration Number: 01253

Institution of a Public Character (IPC) Registration Number: IPC 000 227

IPC Sector Administrator: Ministry of Social and Family Development

Unique Entity Number (UEN): S96SS0146D

Registered Address: 300 Bedok North Ave 3, Singapore 469717

Bankers: Oversea-Chinese Banking Corporation & Standard Chartered Singapore

30th Management Committee

The Management Committee sets the direction, decides on our policies, administrative procedures and provides leadership and counsel relating to the management of The Society.

Chairman	Mr Eio Wee Hiong, Joseph
Vice Chairman	Mr Peng Enwei
Honorary Treasurer	Mr Li Jinghui, Ray
Honorary Secretary	Mr Foo Ming-En, Mark
Committee Members	Mr Choo Meng Lien, Cavin
	Mr Chua Seng Lee
	Ms Loh Sianju, Gwendolyn
	Mr Wong Eng Hai
	Ms We Miti
	Mr Ng Hua Ken

Senior Management Team

The following Committee Members were appointed at The Society’s 30th Annual General Meeting on 24 June 2025.

Executive Director	Mr William Loke (APPOINTED ON 1 JULY 2015)
Senior Social Worker FAMILY SERVICES	Ms Kathleen Yee (APPOINTED ON 6 JAN 2020)
Senior Social Worker ELDERLY SERVICES	Ms Wong Yoke Yee (APPOINTED ON 1 JUN 2020)
Supervisor STUDENT CARE SERVICES	Mr Chua Jun Ping (APPOINTED ON 1 JULY 2021)
Programme Manager BCS @COLLEGE EAST	Ms Michelle Low (APPOINTED ON 1 JULY 2017)
Volunteer Manager BCS @COLLEGE EAST	Ms Michelle Low (APPOINTED ON 1 JULY 2020)
Support Operations Manager	Mr Tu Huai Chieh (APPOINTED ON 1 JAN 2021)

Registered IPC Status

Bethesda Care Services’ IPC status, renewed under the Ministry of Social and Family Development, is valid from 01/02/2026 to 31/01/2029 .

Management Committee & Executive Management

1. The governing instrument of Bethesda Care Services is the Constitution. Bethesda Care Services is governed by a Management Committee (MC) (consisting of voluntary members). The Management Committee members and office-bearers are re-elected at an Annual General Meeting at least once every three years.
2. There are no MC members holding staff appointments. Hence, the rule of staff not chairing or comprising more than one-third of the MC is not applicable.
3. Staff do not participate in Management Committee decision-making.
4. No Management Committee Members received any remuneration from Bethesda Care Services during the Financial Year. As such, no MC Member is involved in setting his or her own remuneration.
5. The governing instrument sets out the Management Committee’s composition, election process, duties and term of office bearers.
6. The governing instrument specifies a maximum limit of four consecutive years for the position of Honorary Treasurer.
7. There are no paid staff who are close members of the family of the Executive Head (Executive Director)or any MC member.
8. The governing instrument sets out the number of times the Management Committee meets and quorum required.
9. The MC regularly reviews Bethesda Care Services’ controls, processes, key programmes and events through reports and information provided by its Committees, MC Members and the Management.
10. A total of 4 MC meetings were held in FY25/26 (separately from the AGM held on 24 June 2025.) on the following dates: 24 June 2025, 23 September 2025, 2 December 2025 and 24 March 2026.
11. All MC members were re-appointed or newly appointed at the AGM held on 24 June 2025.

Disclosure & Transparency

1. Bethesda Care Services makes available to its stakeholders this annual report that includes information on its programmes, activities, audited financial statements, MC and Executive Management.
2. Bethesda Care Services’ Assets including the passenger vans listed below are held for the sole purpose of supporting its charitable community programs and activities:
 - a. Passenger van plate no. PC1737X
 - b. Passenger van plate no. PC9937H

NAME	POSITION	DATE ASSUMED POSITION	MC MEMBER SINCE	OCCUPATION	RELATED ENTITY/PREV. APPOINTMENT & TENURE
Mr Eio Wee Hiong, Joseph • • • •	Chairman	24 June 2025	8 September 2020	Executive Director	-
Mr Peng Enwei • • •	Vice Chairman	24 June 2025	8 September 2020	Senior Intelligence Manager	
Mr Li Jinghui, Ray • • • •	Honorary Treasurer	22 June 2022	22 June 2022	Accountant	-
Mr Foo Ming-En, Mark • • • • •	Honorary Secretary	27 June 2023	8 September 2020	Legal Counsel	-
Mr Choo Meng Lien, Cavin • • • • •	Member	29 June 2021	29 June 2021	Managing Director	-
Mr Chua Seng Lee • • • •	Member	26 June 2018	26 June 2018	Senior Pastor	Senior Pastor, Bethesda Bedok-Tampines Church
Ms Loh Sianju, Gwendolyn • •	Member	27 June 2023	27 June 2023	Vice President, Sustainability	-
Mr Wong Eng Hai • •	Member	24 June 2025	24 June 2025	Accountant	-
Ms We Miti • • • •	Member	24 June 2025	24 June 2025	Pastor	Pastor, Bethesda Bedok-Tampines Church
Mr Ng Hua Ken • • • •	Member	24 June 2025	24 June 2025	Pastor	Pastor, Bethesda Bedok-Tampines Church

• Denotes Management Committee meeting attendance. There were 4 MC Meetings in FY25/26.

Related Entity refers to Bethesda (Bedok-Tampines) Church, BBTC.

Strategic Direction & Programme Management

- The Management Committee reviews and approves the vision and mission of Bethesda Care Services through Management Committee meetings.
- The Management Committee approves and reviews a strategic plan for Bethesda Care Services to ensure that the activities are in line with its objectives.
- These are documented and communicated to its members through corporate and management meetings, and to the public through publicity materials such as Bethesda Care Services’ website, annual report and community networking.

Whistle-Blowing Policy

Bethesda Care Services’ Whistle-blowing policy aims to provide an avenue for employees and external parties to raise concerns and offer reassurance that they will be protected from victimisation for whistle-blowing in good faith.

Public Image

Bethesda Care Services accurately portrays its image to its members, donors and the public and has guidelines on how mediums of communication is to be used and how stakeholders are to be engaged

Human Resource Management

- Bethesda Care Services employs paid staff.
- No staff is involved in setting his or her own remuneration.
- There are HR policies and annual appraisal system.
- The annual remuneration of key management personnel are classified as follows:

REMUNERATION BAND	FY25/26	FY24/25	FY23/24	FY22/23
\$100,000 TO \$200,000	4	4	1	1

- Key management staff are personnel having authority and responsibility for planning, directing and controlling the activities of Bethesda Care Services, directly or indirectly. Key management staff comprise of the Executive Management Team.
- There is no paid staff, being a close member of the family belonging to the Executive Director (ie. Chief Executive Officer equivalent) or members of the Management Committee of Bethesda Care Services, who has received remuneration exceeding \$50,000 during the financial year.

Management of Conflict of Interest

- There are documented procedures for Management Committee Members and staff to declare actual or potential conflicts of interests to the Management Committee.
- MC Members make annual declarations of actual or potential conflicts of interests to the Management Committee.
- MC Members abstain and do not vote or participate in decision-making on matters where they have a conflict of interest.

Financial Management & Internal Control

- The Management Committee ensures internal control systems for financial matters are in place with documented procedures.
 - The Management Committee approves the annual budget and the Treasurer is updated via monthly reports of expenditure.
 - Internal control policies and management review controls are practiced to ensure compliance andkey controls are reviewed regularly to ensure its effectiveness.
 - The financial records have been properly maintained and the financial statements give a true and fair view of Bethesda Care Services’ operations and finances.
- In the Financial Year 2025/2026, Bethesda Care Services did not provide loans to any persons, establishments or related parties.

Reserve Policy

Bethesda Care Services’ Reserve Policy is to maintain a reserve of not less than 6 months of operating costs. This is to protect the interests of the beneficiaries in the event of a dip in donations. The amount of reserve will be regularly reviewed by the Management Committee.

Investment Guidelines

Bethesda Care Services adopts a conservative stance towards investing of Bethesda Care Services’ reserves.

In the Financial Year 2025/2026, reserves set aside for investment were placed in fixed deposits.

Conduct of Fundraising Activities

- 1. Donor’s intent with regards to funds received (donations) made for specific or identified designated purposes are strictly observed. Funds in designated accounts will be used for the sole intention of which the designated funds had been established. Any change of use of such funds will only be administered after attaining the consent of the donor who had stipulated the original intention of that donated sum.
- 2. Bethesda Care Services maintains a high level of confidentiality with respect to donor information.
- 3. Donors’ name or other details will not be published in any corporate collaterals or publications unless there is a partnership agreement between Bethesda Care Services and the donor. Donations collected are properly recorded on the iShine Cloud Donor Management System Lite, and promptly deposited by Bethesda Care Services.
- 4. The total fundraising expenses of Bethesda Care Services did not exceed 30% of the total receipts from fundraising and sponsorships for the Financial Year 2025/2026.
- 5. Bethesda Care Services did not engage the services of commercial fundraisers in Financial Year 2025/2026.

Manpower Status

As of 31 March 2026, BCS had a team of 54 staff comprising of 46 full-time staff and 8 part-time staff (including 2 temporary staff) for FY2025/2026.

Purpose of Organisational Assets

In June 2025, 1 laptop and 1 personal computer were purchased as replacement for obsolescent equipment for staff use in operational needs.

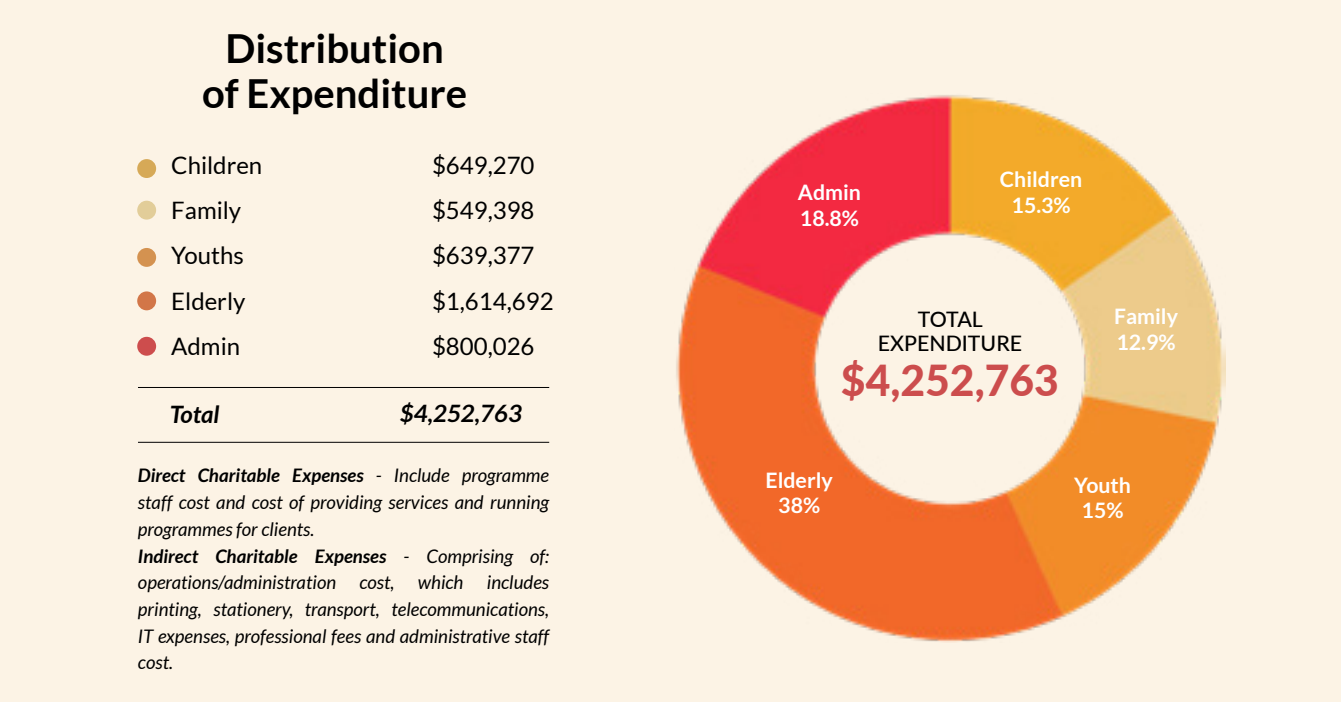
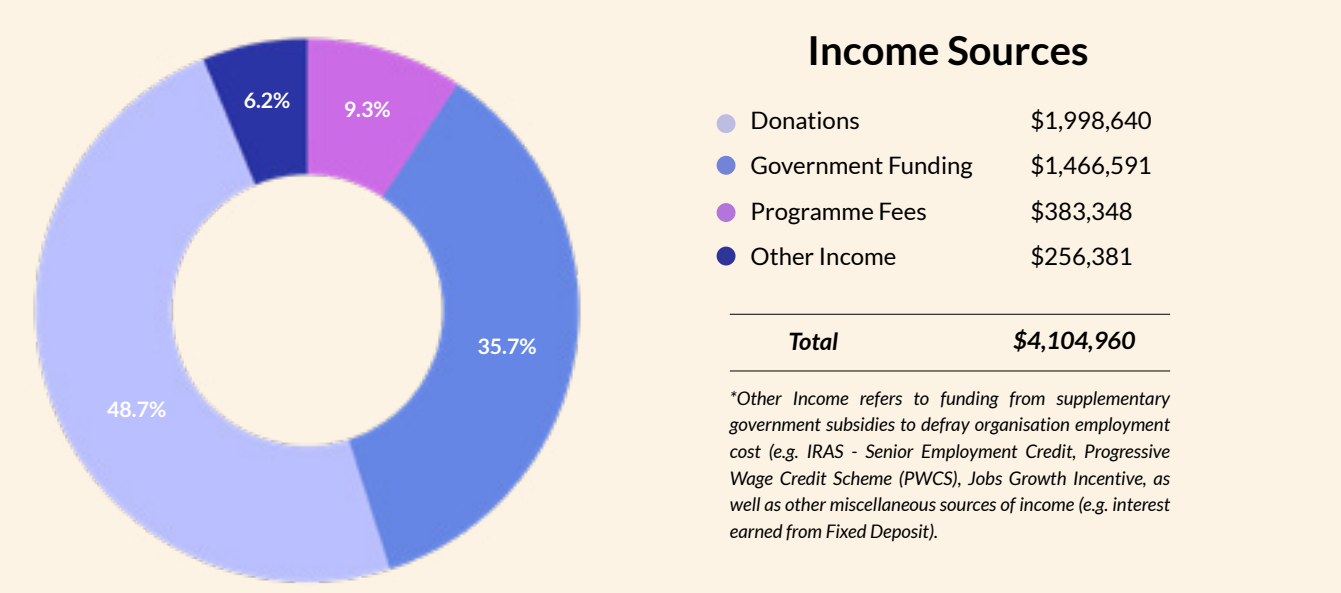
In July 2025, 1 laptop was purchased as replacement for obsolescent equipment for staff use in operational needs.

In August 2025, a new CCTV system was installed in the Student Care Centre Hall for a more comprehensive surveillance to ensure student safety.

In September 2025, renovation works were carried out in the Student Care Centre Hall which included, change of doors, lights, soundproof walls and partitions, and a new audio-visual console and sound system.

Review of Financial Status

BCS receives 35.73 % of its annual funding from government grants and relies more on its own programme fees and donations received to meet the rest of its financial needs. In FY2025/2026, BCS received income totalling \$4,104,960.



Breakdown of Charity Dollar

For FY2025/2026, out of every \$1.00 spent, 81¢ went directly to fund programmes and activities that benefit our clients.