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FRIENDSHIPS



ANNUAL
REPORT
FY19/20



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Our Mission

To enhance the well being of families and individuals by delivering quality and professional social services



Our Aims —

- / Supports the unity and nurturing functions of families
- / Empowers families and individuals with skills to meet life's challenges
- / Instils values through the provision of relevant and integrated social services
- / Strives to enhance service effectiveness through staff development



CHAIRMAN'S MESSAGE

Love is the common thread that connects us and enables us to go beyond ourselves to support our community. Love enables, perseveres, protects and inspires. It is love that binds us together and strengthens the ties and partnerships with our volunteers and donors and keeps us committed to our vision – to reach out and touch lives. This FY has been an exciting year filled with new ventures and partnerships with our corporate partners and volunteers.

With our continued partnership with The Social Co., as part of the 'Restaurants for Good 2019 Campaign', Bethesda Care Services was privileged to be selected as part of Creative Eateries Pte Ltd's CSR programme. Our elderly beneficiaries were invited for a Lunch Get-Together at Bangkok Jam with their staff. Our Student Care Centre (SCC) was also honoured to have been selected as the recipient for Bedok North Neighbourhood Police Centre's donation drive in December.

In 2019, we also introduced new initiatives such as UpRock programme and Angel Project to engage community youths. UpRock programme is a collaboration with Elevate the Streets, we conducted two pilot runs of dance workshops in Kampong Chai Chee CC and Bedok Green Secondary School. Angel Project was a new excITE pilot initiative that was launched in collaboration with volunteers from Bethesda Bedok-Tampines Church (BBTC) and Fellowship Of Evangelical Students (FES Singapore). This project equipped ITE students with life skills and insights about community needs, it also gave them the opportunity to give back to their community.

This FY also marked our first collaboration with Unilever Singapore Pte Ltd, who had sponsored the Wall's Day of Joy event and had its employees

distribute ice cream and play relay games with the children. Closing the year of 2019, our Student Care Centre held its long awaited SCC Parent's Appreciation Night. It was a night filled with fond memories as the children put together performances for their parents.

The COVID-19 pandemic has brought an unprecedented disruption to the world including our nation. Recognising that the poor and elderly are among the most vulnerable during this crisis, we continue to reach out to them extending a helping hand. Our essential services such as Meals-on-Wheels (MOW) services and counselling remains in operation to serve our needy clients. Through telecommunication tools, we stay connected with our clients. We are expanding our befriending initiative through a call for donation of smartphones - #smartphonerise. Through these smartphones, our frail homebound elderly clients will be digitally connected with our befrienders via video calls. YouthSpace, our youth drop-in centre and excITE@ College East have also turned to online platforms to keep in touch with our youths.

In this Annual Report, you will find some short stories of our volunteers who have exemplified their love through their acts of service. We hope that you continue to join us in this journey as we build and forge stronger ties with our partners, volunteers and our community.

Dr Peng Chung Mien
Chairman of the Management Committee
Bethesda Care Services

*There are friendships imprinted in our hearts
that will never be diminished by time and distance.*

Dodinsky

我们真的要尽量的帮助这些老人给他们爱，给他们知道还有人在照顾他，还有人爱他们。

“ We must really do our best to help these elderly, to let them know that there are still people who care for them.”

Lionel Tan

Meals-on-Wheels Volunteer
Elderly Services

Love Protects

Lionel has been a Meals-on-Wheels (MOW) volunteer for over 18 years. He shares that as the years pass, the number of meal packs that have to be delivered to the homebound elderly has increased. This means that there is less time to spend with each elderly.

The needs of the elderly are multi-faceted and on the rise. Not many people truly comprehend the extent of practical, emotional and social support the homebound elderly need until you meet them face to face in their homes.

Find out more about what Lionel has to share and what keeps him committed to this cause.



Check out the BCS Awareness Week 2019 stories on youtube bit.ly/loveenables



For more volunteering opportunities, find out more at <http://bethesdacare.sg/volunteer/>

Elderly Services

In FY19/20, there was a rising need for elderly services in the community with BCS receiving about 228 referrals and serving a total of 360 clients. We are thankful for the many volunteers who have faithfully served alongside us with the Meals-On-Wheels (MOW) delivery. We have also seen an increase in volunteers serving together as a family or in teams.



Meals-on-Wheels

182

SENIORS SERVED WITH MOW



Medical Escort and Transport

105

SENIORS SERVED WITH MET



MOW & MET Services

73

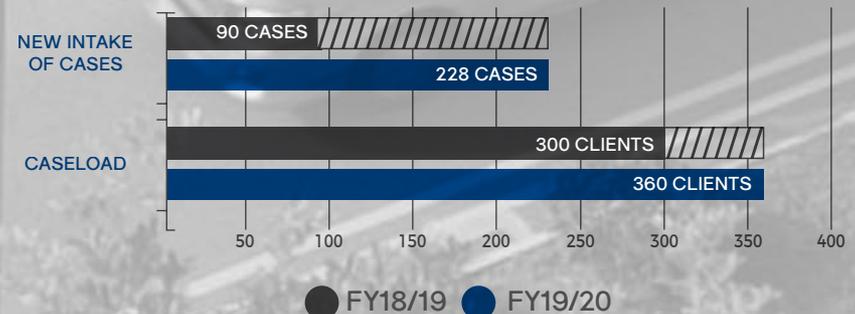
SENIORS SERVED WITH BOTH SERVICES



Referral Cases

228

NEW REFERRAL CASES*



**This increase requires additional man hours to make initial contact with clients and to conduct home visit intake assessment.*

What's New?

Corporate Partnerships

“ I am happy that BCS brought us out to eat! The food was so good! I am thankful for the lunch treat. Looking forward to the next makan. ”

Lim Ah Huay
Meals-On-Wheels Client



Our seniors enjoyed the lunch treat at Bangkok Jam



Our seniors enjoyed the lunch with the company of Ms Bernadette Giam (left) and Emelyn (right)

/ Restaurants for Good 2019: Creative Eateries' Bangkok Jam Lunch

9 DEC 2019

Bethesda Care Services was privileged to be selected as part of the CSR programme for Creative Eateries Pte Ltd and invited for a Lunch Get-Together with their staff. It was also our first engagement collaborating with Creative Eateries. In partnership with The Social Co., Ms Cheryl and Rebekah from The Social Co. linked us up with Creative Eateries for [Restaurants For Good 2019 Campaign](#) to bless the community. Creative Eateries hosted a group of 19 seniors from MOW services and Active Ageing Programme for lunch at Bangkok Jam, Marina Square.

The seniors had a nice afternoon interacting with Ms Bonnie Wong, COO of Creative Eateries, Mrs Bernadette Giam, Director of Corporate Affairs and Human Resources along with the staff of Creative Eateries. Some of our elderly never had the opportunity to dine at a restaurant before. Apart from this lunch event, The Social Co. also launched the Restaurants for Good month-long campaign in conjunction with [Giving Week*](#) that started from 1 Dec 2019.

*Giving Week is a national movement that encourages everyone to give back. During this week, corporates non-profits and individuals across Singapore come together to make a difference.



The sumptuous Thai dishes deserves a thumbs up!



Ms Bonnie Wong, COO of Creative Eateries, engaged in a lively conversation with our seniors

Collaboration

with FutuReady Asia

This FY19/20 marked another year of collaboration with FutuReady Asia to empower youths to reach the community. Our partnership with FutuReady Asia started in November 2017 and we are thankful for their continual partnership with FutuReady in their service learning projects as part of their Outward Bound (OB) Parallel Programme.

In light of the COVID-19 situation, FutuReady Asia rose to the occasion to partner with BCS to distribute hand sanitizers and face masks to our Mobile Active Ageing seniors at Bedok North Blk 104.

18 JULY 2019 Collaboration with FutuReady Asia for 11th Global Youth Leaders' Summit

16 & 23 AUG 2019 Service Learning & Befriending - Pei Hwa Secondary School

10 & 16 JAN 2020 Service Learning & Befriending - Raffles Girls' Secondary School

/ Collaboration with FutuReady Asia for 11th Global Youth Leaders Summit

18 JULY 2019

As part of FutuReady's 11th Global Youth Leaders' Summit, around 500 student leaders came together and visited 15 elderly homes. The student groups gave each of our elderly beneficiary a hamper of practical grocery items and a handmade gift. We are thankful for yet another fruitful year in partnership with FutuReady ASIA!



500
Youth Leaders



Reach out to
15 HOMES



/ Hand sanitizer and face masks distribution by FutuReady Asia & InnoTrek Pte Ltd

10 FEB 2020

In light of the COVID-19 situation, we had the opportunity to collaborate with [FutuReady Asia & Innotrek Pte Ltd](#) who distributed to 69 Mobile Active Ageing seniors a bottle of hand sanitizer and face mask each. The volunteers also conducted a quick presentation on hygiene practices for our seniors based on their dialect groups. This was our last programme for the season as we had to suspend our Active Ageing programmes temporarily in line with government direction for social distancing.



“ Some of the elderly were very surprised and happy to see us. I didn't realize that we could bring joy to the elderly just by sending meals. They probably don't see many young people often. I think we should come and volunteer more often. ”

AHS student

/ Anglican High School's visit to BCS for Social Service Exposure

21 MAY 2019

On May 21, 2019, 6 students from Anglican High School were given an opportunity for a social service exposure for them to understand what BCS does. Our BCS staff conducted a presentation for the students to get an understanding of BCS services and brought them on a tour around our premises. The students also joined our Active Ageing participants in the Low Impact Aerobics class and assisted our Meals-on-Wheels team to deliver the lunch meals to our elderly beneficiaries.

For more updates, follow us on



Pillow Project Fund

/ Festive Goodie Bags Distribution

As part of our befriending efforts, BCS has been distributing festive goodie bags to our elderly beneficiaries on festive occasions such as Chinese New Year, Hari Raya Puasa, Deepavali and Christmas. These goodie bags were distributed with the help of our volunteers. We are thankful for the sponsorships and volunteers.

A total of \$11,362.34 was spent on the purchase of the festive goodie bags with \$5,500 contributed by our donors. The remaining funds of \$5,812.34 from the Pillow Project fundraising campaign were used to offset the cost of festive goodie bags.



\$5,500
DONORS CONTRIBUTION

+



\$5,812.34
REMAINING PILLOW
PROJECT FUNDS USED



TOTAL COST OF
FESTIVE GOODIE BAGS
\$11,362.34

/ Purchase & Distribution of Mattresses & Bedframes

Following with the funds raised from Pillow Project, we have used \$1,192.90 to purchase 4 mattresses and 2 bedframes to replace the old ones for our elderly beneficiaries. The staff of Four Stars Company helped to deliver the mattresses from their warehouses to our elderly beneficiaries whenever an order is made.

6 APR 2019 **Good Friday Goodie Bags**
Sponsored by regular MOW volunteers
- Janet Low and Jacqueline Yang and team

21 DEC 2019 **Christmas Goodie Bags**
100 Christmas goodie bags sponsored by Belinda Sim and her volunteer team while the remaining 20 bags were funded by BCS

18 JAN 2020 **CNY Goodie Bags**
Over 100 goodie bags packed and distributed by Fook Meng and his volunteer team, each bag consisting of CNY goodies as well as household groceries



Janet & Jacqueline and their team all ready to deliver Good Friday Goodie Bags



Fook Meng and team busy packing the CNY Goodie Bags



Bringing festive cheer to our seniors

Active Ageing

Highlights for FY19/20

This FY19/20, we reached out to a total of 668 participants through various activities. We continued to foster stronger collaborations with corporations such as Agency of Integrated Care (AIC) and Changi General Hospital (CGH) to conduct health screenings and talks to promote healthier lifestyles for our seniors.

In early February 2020, our BCS Active Ageing programmes had been temporarily suspended when Singapore had moved to DORSCON orange status with the Covid-19 outbreak.

/ *Functional Screening by AIC*

24 JULY 2019

On 24 July 2019, the Agency of Integrated Care (AIC) conducted a functional screening in our premises for the first time. 60 seniors had their vision, hearing and oral health assessed. As many seniors may be unaware of their health issues, early identification and intervention is vital to keep them in the pink of health.

AIC partners with the community and Temasek Foundation (TF) Cares to provide this screening to senior citizens above 60 years of age. This is also in support of the efforts under the SG Cares movement to help seniors stay healthy.

CareLine, a 24-hour personal telecare service by CGH, was also present to introduce their services to the participants. 29 seniors participated in Careline Outreach and 12 seniors received phone deployment. The CareLine staff also showed the seniors how to navigate the phone in cases of emergency.

/ *Introductory talk by CareLine @ Blk 104 Bedok North*

29 JULY 2019

After the Low-impact Aerobics exercise with our seniors at Blk 104, 88 seniors stayed to attend an introductory talk by CareLine, a 24-hour personal telecare service by CGH. CareLine's telecare service is a great helpline for seniors who may be living alone or are frail.



CGH Community

Nurse Post

Since March 2019, BCS has been collaborating with Changi General Hospital (CGH) to bring its Community Nurse Post programme to our seniors. A team of trained community nurses would conduct one to one consultation sessions as well as a series of health talks. Held within our premises, this programme makes it easier for the elderly to access healthcare services.

16 APR 2019 ONWARDS 1:1 Nurse Consultation
Conducted fortnightly, every Tues

APR - OCT Series of Health talks

HEALTH TALK TOPICS Fall Prevention, Healthy Shopper, Healthy Bone: Osteoporosis, Healthy Heart, Dementia Prevention, Aches & Pains in older Adults, Bladder & Bowel, Advanced Care Planning

“The talks conducted were highly interactive and the Seniors were very forthcoming with their questions, leading to fruitful Q&A sessions. I truly believe that the talks tie together the holistic care that our Community Nurse Post embodies - which is to empower our Seniors with health information regarding their chronic diseases.”

Rafidah Binte Abdul Rahim

Senior Staff Nurse
Community Nursing Department
Changi General Hospital

/ Health Talk - Healthy Shopper

16 APRIL 2019

A health talk on the topic of “Healthy Shopper” was conducted for our seniors. The one hour session covered pointers such as how to plan for a balanced diet and look out for the healthy pyramid label. There was even a hands-on activity for the seniors to practice categorising the food items.



“After attending the dementia prevention workshop, it made me realise the importance of leading a healthy lifestyle to prevent dementia. I decided to take personal responsibility to have regular exercise, proper diet, quality sleep and most importantly, to be socially engaged. I have shared what I learnt with a neighbour and encouraged her to adopt a healthier lifestyle to lower dementia risk.”

Elsa Tan Geok Eng

Participant of the Dementia Prevention Health Talk
MOW & Active Ageing Volunteer

For more updates about Active Ageing programmes, follow us on 
 [bethesdacare.sg](https://www.facebook.com/bethesdacare.sg)
 [bethesdacare](https://www.instagram.com/bethesdacare)

 Blk 104 Bedok North
FengShan Pearl RC
Senior Citizens' Centre

10 SEPT 2019
NUTRITION TALK FOR
MOBILE ACTIVE AGEING SENIORS

After the low-impact aerobics exercise, our seniors were given a bilingual nutrition talk by Nutritionist Jeannette Yeow who gave them practical tips on healthy eating.



Our seniors got to take a photo at the HSBC Rain Vortex

Exploring the Canopy Park with CapitaLand Care Volunteers

▲ Taking a group shot at the Launch event

/ Changi Airport Jewel Visit - Launch of CapitaLand Cares @ CDC Programme

11 OCT 2019

Organised by CapitaLand, People's Association and South East CDC, together with 250 beneficiaries from 5 CDCs, 50 of our seniors had the opportunity to visit Changi Jewel for the first time. The volunteers from CapitaLand Cares brought these seniors on a tour at the canopy park and had lunch at the Jewel Food Hall. The seniors had fun exploring Jewel and taking a photo at the grand HSBC Rain Vortex.

CapitaLand Cares @ CDC is a year-long initiative by CapitaLand Hope Foundation and the 5 CDCs to uplift the lives of both vulnerable seniors and children in 4 key areas, namely education, healthcare, shelter and living needs.

/ Inter-SSA (Social Service Agency) Karaoke Recital 2019

建国立国联谊会

28 NOV 2019

On 28 Nov, 191 seniors and 26 volunteers were engaged in the Inter-SSA Karaoke Recital 2019 held at Wisma Geylang Serai, Multi-Purpose Hall. 43 of our Active Ageing seniors participated in this event. This is an avenue for the elderly to get together to watch karaoke performances, a line dance performance and take part in fun exercises. This recital event was created in collaboration with South-East CDC, Bethesda Cathedral and Presbyterian Community Service to engage and build closer bonds among the seniors. This event also helps us to forge stronger ties with the other COPE centres.

▼ Recital included a karaoke performances, fun exercises and a line dance performance



excITE @ College East

FY19/20 has been a new year of ventures and collaborations in impacting the youths at ITE College East. Together with our supportive partners and tireless volunteers, excITE @ College East Youth Centre has reached out to more than 2,000 students with our daily activities, programmes and workshops. A heartfelt gratitude to all our volunteers and corporate partners such as Credit Suisse and FengShan CC for their commitment and strong support throughout the year and we hope to continue fostering and grooming new leaders for the future together.

For more updates, follow excITE on

 [excITE@College East](#)

 [excite_ce](#)

N G T I E S

D I N G F R

D S H I P S

N G T I E S

D I N G F R

D S H I P S



“ I want to be there for them.
I want them to hear a good
message about themselves. ”

Peck Sim

*Befriender & Workshop Trainer
excITE @ College East*

Love Perseveres

Peck had relocated back to Singapore when she started her volunteering journey with excITE@College East. Her initial months were filled with frequent travels and long working hours. As a result, she could only visit excITE sporadically.

Peck became more active and regular after her work schedule stabilized. She easily formed friendships with a few group of students and they looked forward to spending time with her weekly.

Her approachable and sincere demeanor was welcomed by everyone, even youths who put on a tough facade. Peck believes that every student is a diamond in the rough and has the potential to shine if we spend effort to hone them. It is a thankless job at times when the students do not reciprocate or show appreciation, but she believes that we will reap fruits of growth in the long haul.

Find out more about why Peck continues to reach out to these teenagers despite her busy work schedule.



Check out the BCS Awareness Week 2019 stories on youtube
bit.ly/loveenables



For more volunteering opportunities, find out more at
<http://bethesdacare.sg/volunteer/>

ACTIVITIES & PROGRAMMES



COMMUNITY

We seek to be a Hub for students to hang out, foster bonds - a place where wholesome activities can be enjoyed together as a community.

2019

- 5 SEPT** Gratitude & Giving Event on ITE Teachers' Day
- 10 OCT** ITE World Mental Health Day
- 18 OCT** SPCA Trip
- 26 SEPT** Community Service Project at Pasir Ris
- 9 DEC** End of Year Befriending Event

2020

- 15 JAN** Community Service to our neighborhood
- 13 FEB** Friendship Special Talk



COLLABORATE

We seek to work together with teachers and student leaders to initiate Interest Groups and to be a Resource Centre to assist classes or CCA groups in their activities

2019

- 1, 8, 15 APR** Basic Hip Hop Workshop
- 5 APR** ITE World Mental Health Day
- APR - JUNE** Angel Project Sessions
- APR - OCT** Student Councillors Leadership Training Programme, Year 1
- 17 - 18 SEPT** Bridge Leaders Camp
- 25 NOV** excITE Career Sharing by SIA & ALPA-S with Passenger Services
- 17 DEC** Core Bridge Leaders Training Session

2020

- 7 FEB** CCA group - Red Cross Meeting
- 21 FEB, 13 MAR** Student Councillor Leadership Training Programme, Year 2
- 18 MAR** Angel Project Closing & Reflection Session
- 21, 28 FEB, 6 MAR** Hand Quilted Pouch Workshop



CONNECT

We seek to be the catalyst for life transformation through connecting external partners to the student body to introduce new skill sets, paradigms and experiences.

APR 2019 - FEB 2020

CHIP ENG SENG PROJECT

- 16 - 18 APR 2019** Fundraising @ ITE CE
- 15 JUNE 2019** Kayak & Clean
- 26 JUNE 2019** Telematch with SCC
- 25 OCT 2019** Closing Session
- 14 FEB 2020** Opening & Briefing Session

MAY - AUG 2019

CITI-YMCA YOUTH FOR CAUSES PROJECT

JULY - AUG 2019

CREDIT SUISSE ITE MENTORING PROGRAMME 2019

N G T I E S

D I N G F R

D S H I P S

N G T I E S

D I N G F R

What's New?

/ Angel Project

APR 2019 - MAR 2020



Angel Project is a new pilot initiative project that launched on 24 April 2019. We collaborated with our volunteers from Bethesda Bedok-Tampines Church (BBTC) and Fellowship Of Evangelical Students (FES Singapore) throughout this project. Angel Project hopes to equip ITE students with life skills as they learn from experienced mentors and volunteers.

Through interactive skit and drama based on real life stories, students gain insights about community needs from medical healthcare professionals. In subsequent sessions, the students demonstrated acts of service through house cleaning projects and etc.

EXCITE@COLLEGE EAST

“ Through the Angel Project, I got to know more about the elderly, understand their feelings and the challenges they faced. The most important takeaway is the ability to spark joy in them. Sometimes, simple acts of kindness is all it takes to bring happiness to them, and that is something we should definitely do more often. ”

Edric Tan Jian Jie

School of Engineering
 Higher Nitec in Electrical Engineering

ITE students show their acts of love by cleaning the homes of our elderly beneficiaries ▶

8 MAY

📍 Angel Project
 @ Student Activity Centre

AWARENESS SESSION 2 - ABOUT MEDICAL HEALTH PROFESSIONALS

Medical healthcare workers like paramedic, Mr Ben Au and former senior nurse, Mr Beng Hee paid the ITE Students a visit to share their experiences working in the healthcare industry.

It was an eye opening and touching experience for our ITE students.

Thankful to paramedic, Mr Ben Au and former senior nurse, Mr Beng Hee for spending yesterday afternoon with us at excITE @ College East! Your sharing touched our hearts and was an eye opener for our students. Looking forward to the next session of Angel Project when excITE heads out with the students to touch lives in the community! #AngelProject #LoveBeyondService



283 People Reached 54 Engagements Boost Post
 Like Comment Share

2019

- 24 APR Awareness Session 1
 - About our community
- 8 MAY Awareness Session 2
 - About Medical Health Professional Experiences

- 12 JUNE Elderly Home Cleaning
 @ Tampines St 23
- 28 JUNE Elderly Home Cleaning
 @ Tampines St 41

2020

- 18 MAR Closing & Reflection Session

For more updates about excITE programmes, follow excITE on

📌 excITE@College East

📷 excite_ce



/ excITE Career Sharing by SIA & ALPA-S

25 NOV 2019

ITE College East students from Higher Nitec in Passenger Services were given the opportunity to attend a Career Sharing session by Singapore Airlines & Air Line Pilots Association - Singapore (ALPA-S). This is the first time that excITE had the privilege to collaborate with SIA and ALPA-S. Through this session, the students had the opportunity to glean insights into everyday lives of the cabin crew and pilots in the Aviation industry.



“ My colleagues and I thoroughly enjoyed the opportunity to share insights into the roles of Pilots and Cabin Crew with students from ITE College East’s Passenger Services Course. excITE created a memorable occasion and enabled these students to have valuable face-to-face time with industry practitioners, their future team members and colleagues. I hope the students found the exchanges beneficial and left with a deeper understanding of the airline industry. ”

Nigel Du’Pratt

*First Officer
Singapore Airlines Limited*

ITE College East students from Higher Nitec in Passenger Services were given the opportunity to attend a Career Sharing session by Singapore Airlines & Air Line Pilots Association - Singapore (ALPA-S). This is the first time that excITE had the privilege to collaborate with SIA and ALPA-S. Through this session, the students had the opportunity to glean insights into everyday lives of the cabin crew and pilots in the Aviation industry.

One highlight of the sharing was the Q&A session where the students got to hear the guest speakers share about their experiences on aspects such as crisis management, career progression and job requirements. Through this session, students were encouraged to continue to work hard and persevere to become the next generation of talent in the aviation industry.

We thank Singapore Airlines and ALPA-S for making this session an enriching experience as well as ITE for the partnership.

Highlights for FY19/20

/ Citi-YMCA Youth For Causes Project

MAY - OCT 2019

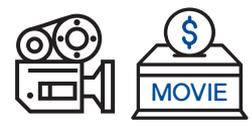
Citi-YMCA Youth For Causes (YFC) is a community initiative started by Citibank and the YMCA of Singapore in 2003. Funded by Citi Foundation, the programme is a catalyst to promote social entrepreneurship and community leadership development among Singaporean youths.

A team of ITE College East students, Team Kindness Crew, participated in the YFC project to raise funds for BCS. The team received advice and support from the excITE team and pulled off an extremely successful charity movie gala on July 11, 2019, where we screened Spider-Man: Far From Home at the Golden Village, Katong I12 mall. We are thankful for sponsors from BBTC who generously donated towards the cost of the movie gala to support the students. They also sold customized tote bags for street sales.

2 MAIN FUNDRAISING MECHANISMS



Sold tote bags for Street Sales



Charity Movie Gala "Spider-Man: Far From Home"

At the end of the project, the team raised more than \$14,000 for Bethesda Care Services. They were also awarded the merit award for their time and effort invested. We are grateful to have journeyed with this group of humble and hardworking students who grew tremendously not just in skills and knowledge but in resilience and confidence.



MORE THAN
\$14,000
FUNDS RAISED

“ During the YFC journey, I learnt a lot of things but, the most important things I learnt was communicating and compromising. We all have different views on things so we have to talk things out to come to an agreement. It certainly was a learning experience but a very fulfilling journey. ”

Sng Siew Hua Michelle
School of Business & Services
Higher Nitec in Event Management



1st YFC streets sales event @ Changi Business Park



Customised tote bag designs sold for street sales



Team Kindness Crew received the merit award

/ Credit Suisse-ITE Mentoring Programme

JULY - AUG 2019

This FY marks the 5th year we partnered with Credit Suisse to curate the Credit Suisse-ITE mentoring programme for the purpose of equipping the student leaders of ITE College East with character competency necessary for their future.

The theme of this year's workshops was on building 'GRIT' and resilience in students. We touched on building character, persevering in the face of trials and finding hope.

We would like to thank Credit Suisse, the committee team and volunteers for their continual support in this partnership with us. Also, we appreciate Mr Melvin Chia, lead trainer for his dedication in volunteering in this programme.



- 13 JULY 2019** Session 1: Opening @ ITE CE
- 20 JULY 2019** Session 2: Building of Character @ ECP
- 26 JULY 2019** Session 3: Office Tour @ One Raffles Link
- 3 AUG 2019** Session 4: Finding Hope @ Kranji
- 17 AUG 2019** Session 5: Consolidated Learning & Structure Experiences @ ITE CE
- 23 AUG 2019** Session 6: Closing @ One Raffles Link

Student Care Centre

Highlights for FY19/20

In FY19/20, there was an average enrolment of 133 students with 2 students with special needs.

This FY 19/20, we continued to tap on our pool of volunteers to conduct language enrichment for our children. We also had new volunteers who conducted tuition sessions, games and interactive workshops for the children. This was a fruitful year filled with community involvement and strengthened relationships between families, staff and volunteers

through events such as SCC Parents' Appreciation Night, parent-child bonding workshops and parenting talks.

This FY marked new partnerships through the forging of ties with new corporate sponsors such as Unilever Singapore Pte Ltd. who had their team of volunteers spent an afternoon bringing smiles, fun and laughter to our children with ice cream and a lineup of games.

“ You’ve got to love them, and they will feel you love them. ”

Paul Tan

Chinese Enrichment Volunteer,
Student Care Centre

Love Inspires

Uncle Paul volunteers at the Student Care Centre in Bethesda Care Services. He teaches the lower Primary students Chinese. During the school holidays he also conducts Chinese Enrichment lessons aimed at helping the young children cultivate an interest in the subject. His lessons often include drawings, and occasionally even puppet storytelling.

Find out more about what Paul has to share and what keeps him committed to this cause.



Check out the BCS Awareness Week 2019 stories on youtube
bit.ly/loveenables



For more volunteering opportunities, find out more at
<http://bethesdacare.sg/volunteer/>

What's *New?*

Community Involvement

/ Visit to Bedok North Neighbourhood Police Centre

5 DEC 2019

Our SCC was honoured to have been selected as the recipient for Bedok North Neighbourhood Police Centre's donation drive in December. Our SCC children were invited to grace their year-end appreciation lunch on 5 December, where they put up a simple performance of singing Christmas carols. Following the lunch, Bedok NPC Commanding Officer Mr Julius Lim presented our Executive Director, Mr William Loke, with a donation cheque amounting to \$5473 for BCS. We are thankful for the effort the Bedok NPC put in to fundraise for BCS.

5 DEC

 Bedok North Neighbourhood
Police Centre

SINGING CHRISTMAS CAROLS & CHEQUE PRESENTATION

This year, we are incredibly blessed to have received an invitation to visit the nearby Singapore Police Force (Bedok Branch) and join in their Year End Appreciation Lunch.

15 SCC students and 2 Active Ageing volunteers performed Christmas carols at the event.

This year, we're incredibly blessed to have received an invitation to visit the nearby Singapore Police Force (Bedok Branch) and join in their Year-End Appreciation Lunch. Last Thursday, 15 of our SCC students and 2 volunteers put up some Christmas song performance after the lunch. Following the lunch, the police commander presented a cheque donation to us on behalf of the Division. Indeed we are very thankful for the fundraising efforts that the police have put in to bless BCS!



/ Christmas Caroling

13 DEC 2019

Through another inter-departmental collaboration between Active Ageing department and SCC, the children brought festive cheer to the elderly at the Seniors Christmas Block Party. The Christmas Block Party was a Mobile Active Ageing Programme held annually at Bedok North Blk 104 for seniors living in the vicinity. Prior to the performance, they had practiced carols for four weeks. Our children also played Bingo with the elderly, served them lunch and helped to give out prizes. Their presence added much joy and youthfulness to the party.



Family Bonding

/ Parent-Child Bonding: Kite Flying at Marina Barrage

6 APRIL 2019

This FY, our first-parent child bonding programme was co-run together with a group of volunteers led by Mr Justin Lai. The programme started out with ice breakers and a parenting talk, conducted by Mr Tony Goh, who has been our long term committed volunteer. During the talk, Mr Goh shared his parenting experiences with seven families on bonding through play. Thereafter, the participants were brought to Marina Barrage for a picnic. At the Marina Barrage,

the volunteers, parents and children spent a fun-filled time outdoors engaging in a nice pastime of kite flying. This outing also gave the SCC staff and volunteers the opportunity to build rapport with parents, and children to deepen their friendship with each other.



/ Parent-Child Bonding: Canvas Painting Workshop

16 NOV 2019

Seven families participated in a canvas painting workshop conducted by Ms Fernie Chan. Ms Chan is a freelance artist who conducted this workshop titled "You Are Creative", aimed to unleash the children's freedom in creativity through shapes and colours. Before the workshop, the families participated in relay games with their children, organized by Justin Lai and his team. The children spent a meaningful and fun quality time creating unique paintings and partnering with their parents in friendly competition against other families.

Parents' Appreciation Night 2019

20 DEC 2019

Closing the year of 2019 with appreciation and gratitude, our Student Care Centre held its long awaited SCC Parent's Appreciation Night on 20 Dec 2019. More than 40 families attended this event with a crowd of around 150 guests. It was a night filled with fond memories as the SCC children put together performances for their parents and took photos with their family at the Christmas themed photobooth. We had two children who partnered our staff as emcees for the night. The performance was a lineup of song & dance, an ocarina instrument performance and a short skit.



The children also showed their appreciation to their parents by serving them their meals and presenting their parents with handmade gifts they created during our holiday craft sessions. The night ended on a sweet note as our staff and Mrs Mary Cheng and her volunteer team gave out door gifts to the students as they left the hall. A big thank you to our volunteers for your time as well as the sponsorship for the door gifts.

Volunteer-based Activities

- 27 MAY** Wall's Day of Joy 2019
by Unilever Singapore Pte Ltd
- 4, 11, 18 & 25 JUNE** P1 English Enrichment
by volunteer Dawn
- 7 JUNE** P1 & P2 Amazing Race
at ITE College East
- 7, 14, 21 & 28 JUNE** P3 Chinese Enrichment
by volunteer Paul
- 12 & 13 JUNE** P5 & P6 Science & Craft
Enrichment by VJC Students
- 13 JUNE** Polymer Clay craft session for P4 &
P6-S2 children by volunteer Zi Ai
- 26 JUNE** P3 & P4 Telematch at
ITE College East
- 27 JUNE** Mid-year Party Day
- 4 OCT** Children's Day Celebration by
ITE College East Student Council
- 3, 9, 10, 16 & 17 DEC** Speech & Drama Enrichment for P2
by volunteer Trisha

/ Wall's Day of Joy 2019

27 MAY 2019

27 May marks a special occasion as 18 Unilever employees became Wall's Warriors of Joy and distributed Wall's ice cream to 90 SCC children across all levels. The Unilever staff had a fun time of bonding with the children through some relay games conducted by our SCC volunteer Mr Yeap Keng Teck. The Unilever staff partnered with our P1-P2 students to compete in the games. The winning teams were presented with Wall's prizes. It was a sweet and enjoyable treat for the children before the start of their June School Holidays.



SCC children enjoying a delicious Wall's ice-cream treat with the Unilever staff



Speech and Drama Enrichment conducted with volunteer Ms Trisha Chan

/ Speech and Drama Enrichment

3, 9, 10, 16, 17 DEC 2019

A speech and drama enrichment was held over 5 sessions during the December school holidays for Primary 2 students to develop their imagination, creativity and teamwork through speech and drama. A range of activities were conducted by our volunteer Ms Trisha Chan to help the children develop individual expression as well as work in teams. Taking random objects such as the cardboard core of a paper towel roll, children imagined and verbalised what it might be. They learnt to speak up and were freed up to create imaginary scenes. They also learnt teamwork and how to express their ideas by using facial expressions and movement.

“ Volunteering at the student care centre was a good opportunity to practise what I had learnt. I had time during the year-end school holidays and had also recently completed a course in teaching drama and speech in 2019. ”

Trisha Chan
SCC volunteer

ACTIVITIES & PROGRAMMES

2019

6 APR	Kite Flying and Picnic	P1 STUDENTS
11 JUNE	Bowling Outing	P5 - SEC 2 STUDENTS
19 JUNE	Singapore City Gallery Educational Outing	P1 - P3 STUDENTS
20 - 21 JUNE	Ice Skating Outing	P4 - SEC 2 STUDENTS
11 SEPT	Polliwogs Indoor Playground Outing	P1 - P4 STUDENTS
16 NOV	Parent Child Bonding Canvas Painting	P1 - P3 STUDENTS
26 NOV	Nerf Gun Challenge @ ITE College East	P5 - SEC 2 STUDENTS
4 DEC	Fish Farm & NEWater Workshop Outing	P1 - P3 STUDENTS
5 DEC	Christmas Caroling at Bedok North Neighbourhood Police Force	P2-P3 STUDENTS
11 DEC	Science Centre Outing	P1 - P4 STUDENTS
13 DEC	Christmas Caroling at Seniors Block Party	P2 - P3 STUDENTS
17 DEC	Laser Tag @ ITE College East	P5 - SEC 2 STUDENTS
19 DEC	CleanTech Park Adopt-A-Wish cum Christmas Luncheon sponsored by JTC Corporation	UNDERPRIVILEGED STUDENTS
20 DEC	Parents' Appreciation Night	ALL LEVELS

2020

18 MAR	"Know Your Body" Workshop	P1 - P2 STUDENTS
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Wall's Day of Joy 2019 by Unilever Singapore Pte Ltd.



Students competing in the relay games conducted by Mr Yeap Keng Teck for Wall's Day of Joy 2019



The children visited NEWater Centre and made a mini rain garden and learnt how water is filtered



Adopt-A-Wish cum Christmas Luncheon sponsored by JTC Corporation @ CleanTech Park

“ Serve because you have a heart for the people. What you contribute can actually create a ripple effect. ”

Ginder Koh
Tuition Volunteer
Family Services

Love Nurtures

When Ginder first agreed to help tuition this boy 3 years ago, she did not foresee the challenges she would face in teaching a child whose family background was atypical. There were times when she wondered whether it was worth her efforts when his family didn't even seem to care.

Three years down the road, Ginder's efforts are finally paying off with positive feedback from the boy's school teachers via the social worker. Ginder shares her thoughts on what keeps her committed to serving community families.

Find out what keeps Ginder committed to serving the community families.



Check out the BCS Awareness Week 2019 stories on youtube
bit.ly/loveenables



For more volunteering opportunities, find out more at
<http://bethesdacare.sg/volunteer/>

Family Services



Centre-Based Social Work

- / Counselling and Casework
- / Welfare Services
- / Bursary Award
- / Family Connect
- / YouthSpace

Community-Based Social Work

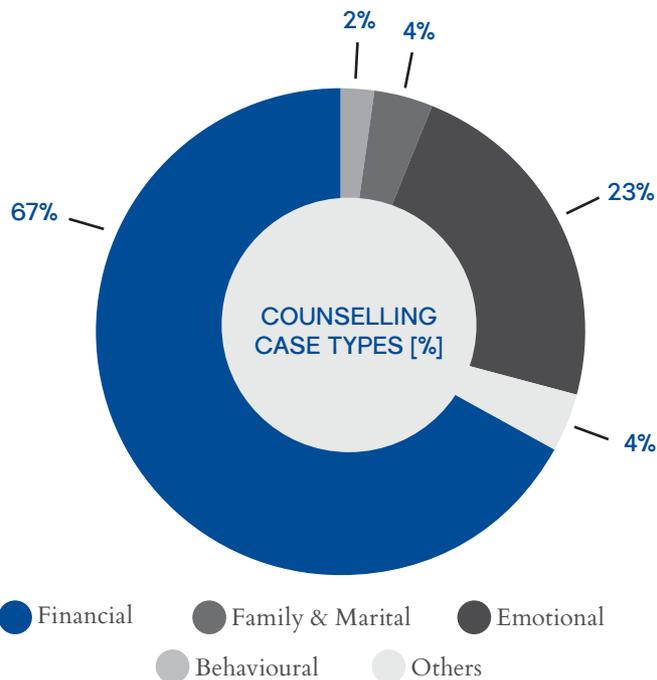
UpRock Programme

- / Bedok Green Secondary School
- / Kampong Chai Chee Community Centre

Centre-based Social Work

In FY19/20, a total of 187 families & individuals were assisted through BCS' counselling and casework services. Although many approached BCS seeking financial services, our caseworkers went on to assess other forms of support that they needed.

Other case types also included clients who sought family and marital counselling and support for emotional and mental health issues. This FY, there was a rise in emotional cases for youths and adults. Our social workers further supported children and youths who underwent traumas. Also, in the light of COVID-19 situation, we saw an increase in the number of financial cases since February 2020.



Food Rations Programme

In FY19/20, food rations worth an estimated value of \$7,000 was given out to families and individuals in dire need. A total of 37 families benefitted from this service.

Welfare Services

Roxy Children's Fund

From May 2017, we also collaborated with South East Community Development Council (SECDC) to disburse the Roxy Children's Fund amounting to \$6,300. Through BCS, 9 families have been able to tap on the fund to purchase diapers and milk powder for their children above the age of 3 years old.

For more updates, follow us on

- [bethesdacare.sg](https://www.facebook.com/bethesdacare.sg)
- [bethesdacare](https://www.instagram.com/bethesdacare)
- [bethesdacare.sg](https://www.bethesdacare.sg)

Bursary Awards



Ms. Jessica Tan Soon Neo, MP of East Coast GRC graced this year's Bursary Award ceremony



We are thankful for our corporate sponsors Phillips 66 and Crédit Industriel et Commercial

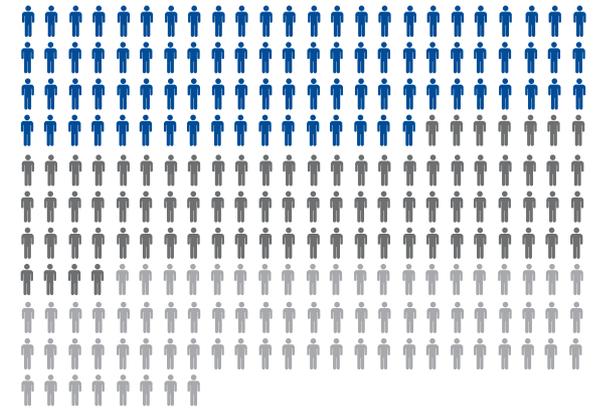
BCS held its 19th Bursary Awards ceremony on 8 November 2019 with **248 recipients** from Primary, Secondary Schools and ITE College East. A total of **\$96,700** were disbursed to the Bursary Award recipients.

The recipients and their family were served a sumptuous buffet dinner and ice-cream before the ceremony as a gesture of celebration for the hard work that the recipient had put in for the year.

Ms. Jessica Tan Soon Neo, Member of Parliament of the East Coast GRC, graced the event as our Guest-of-Honour and presented the awards to the recipients. Mr Ryan Wegner, Manager of Finance and Commercial Integration of Phillips 66, presented the bursaries to the secondary school students. BCS is thankful for Phillips 66 International Trading Pte Ltd, who has been our supportive partner since 2012, for their generous contribution of **\$12,000**.

This year, BCS also had a new partnership with Crédit Industriel et Commercial, who sponsored **\$30,000** for the Bursary Awards. Mr Philippe Dallee, Chief Operating Officer of Crédit Industriel et Commercial disbursed the bursaries to the ITE students. The remaining amount of the bursaries and ceremony expenses were covered by the Care and Share Grant (C&S) under the National Council of Social Services.

No. of Bursary Award Recipients



- PRIMARY SCHOOL - 76
- SECONDARY SCHOOL - 83
- ITE - 89



Family Connect

/ Family Camp – One Family, One Team

21 - 23 JUNE 2019

We organised a 3 day staycation camp for community families at Changi Village Hotel. This year, the theme of the camp is “One Family, One Team” with the purpose to encourage families to stay united as a team. A total of 8 families participated with 14 parents and 19 children.

Besides bonding activities to foster stronger bonds within families, a parenting workshop was also conducted to strengthen communication skills with their children. Meanwhile, the youths participated in a dance workshop run by Elevate the Streets.

“Elevate the Streets” is made up of a team of like-minded people from different street subcultures such as street dance and breakdance. The group was created in the hopes of uplifting youths in the community through their programmes.

“ Elevate The Streets is about bringing subcultures closer to at-risk youths in whatever way we can. For now, the subculture that we know is breaking but it can be a lot of other things, like Kendama, parkour. ”

Michael Ng

Founder of Elevate the Streets

The content of the workshop was designed for the youths to learn resilience through the learning process. After the workshop, the youths presented the dance to their parents and they were pleasantly surprised and entertained.

During the camp, a team of volunteers organised a barbeque dinner by the beach. The team put effort in decorating the dining area with fairy lights and colourful tablecloths. The camp ended with a time of reflection where each family shared on family values that has kept their family together.



Family Connect

/ Family Bonding - Games and Grill

23 NOV 2019

Mr Peng En Wei and his volunteer group organised a parent-child bonding event for 4 community families, with 7 adults, 12 youths and children on 23 Nov 2019. The families were given the opportunity to get their family portraits taken and got to decorate their photo frames together. Thereafter, the families were brought to East Coast Park for a

time of fun with games and a sumptuous barbeque dinner organised by the volunteers. The families had much fun and laughter with the volunteers' warm engagement and interaction. Overall, the families and volunteers had enjoyed themselves and indicated interest for joining in similar future events.

“ Our group is looking for new opportunities to serve and has a common heart for the community. We threw a simple picnic and bbq and hosted some games but the real joy came from getting to spend time with these families. It was a picturesque and heartwarming sight seeing these families enjoy their meals together by the beach. ”

Peng En Wei

*Volunteer group I/C
Family Connect Event*

“ I hardly have time to bring my kids out due to my work. I enjoyed the company of other families during this outing. It has allowed my children to get to know more people and interact with others. My son was helping out with serving and cooking the bbq food. I will want to attend more of such outings to bond with other families. ”

Mdm Loo

Family Services Client



What's *New?*

This FY19/20, YouthSpace focused on tailoring its programmes based on the needs of different age groups and engaging them with interesting and enriching programmes and activities. In this FY, we had reached out and engaged 93 youths. Here are some of YouthSpace highlights and new initiatives in this FY.

For the first time, YouthSpace Camp was held separately for primary school students and secondary school students to allow us to tailor our programme to the needs of different age groups. Both camps focused on identity as their central theme. We had in total 28 youths and 13 volunteers participated in both camps.

/ YouthSpace Camp (Primary School)

10 - 12 DEC 2019

The Primary school camp was held from 10 to 12 December at our premises for upper primary students. Based on the theme "I am _____", campers explored their strengths and weaknesses and how to work together as a team. Through fun activities such as the Amazing Race,

Night adventure game, they learnt how they can help each other overcome their weaknesses. Campers also affirmed one another of the positive values they had shown throughout the camp.

FAMILY SERVICES *YouthSpace*



"Amazing Race"
@ Jewel Changi Airport

/ YouthSpace Camps (Secondary School)

3 - 5 DEC 2019

"Identified" 2019 camp was a camp targeted at secondary school students, aged 13-17 years old. The camp theme "Who am I?" focused on having the youths start their journey of finding and solidifying their own identity. Held in the Boys' Brigade and Girls' Brigade Campsite at Sembawang, highlights of the camp include Johari Window inspired game stations, Night Walk, Amazing Race and an inspirational talk by Ms Chan See Ting. Ms Chan was invited as a guest speaker to share her life challenges as a young woman having faced intense health and personal challenges and who had rediscovered her identity amidst her losses.



We thank our volunteers Xiao Wei and Yi Sheng for making this camp a memorable one

The youths had the opportunity to listen to an inspiring talk by Ms Chan

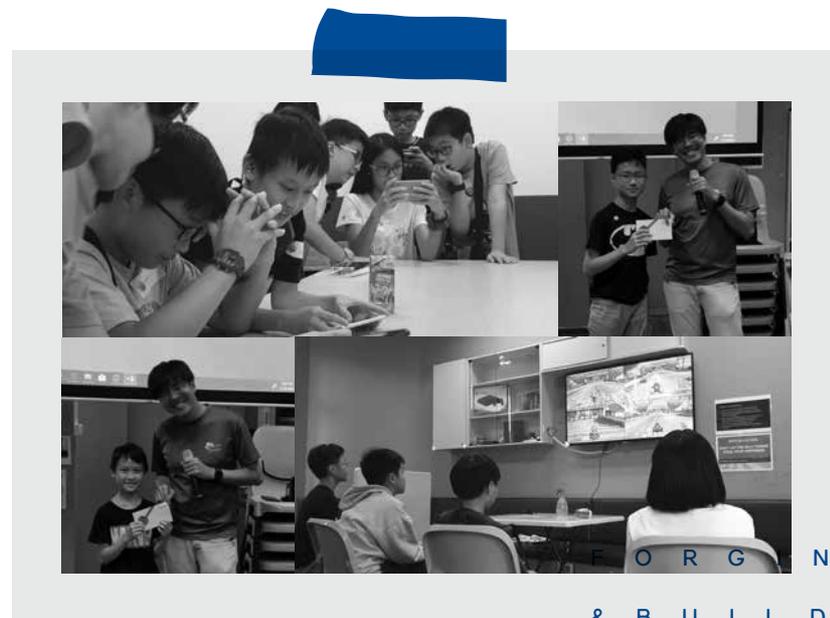
ACTIVITIES & PROGRAMMES

- 22, 24 & 26 APR 2019 Community Service Week
- Ramadan Blessing
- 27 MAR, 3, 10, 17 APR 2019 Cyber Wellness Sharing 4 SESSIONS
- 1 JUNE 2019 Hip Hop Outing
- Collaboration with Elevate the Streets
- 7, 12, 19, 26 JUNE 2019 Floorball - Collaboration with NUS Floorball 4 SESSIONS
- 12, 13, 18, 19 JUNE 2019 Anti-Bullying Workshop 4 SESSIONS
- 28 JUNE 2019 Coney Island Cycling
- Collaboration with SYFC
- 8 JULY 2019 Youth Day Outing
- 10, 24 JULY, 7, 21 AUG 2019 Social Emotional Learning Sharing 4 SESSIONS
- 4 OCT 2019 Children's Day Outing
- Collaboration with YouthCorp
- 25 OCT 2019 Super Park Outing
- 20 NOV 2019 Hi-Roller Outing
- 3 - 5 DEC 2019 "Identified" Camp SEC STUDENTS
- 10 - 12 DEC 2019 "I am ___" Camp PRI STUDENTS
- 18 DEC 2019 Christmas and Thanksgiving Party
- Collaboration with Singapore Polytechnic: Strictly Dance Zone
- 26 - 27 DEC 2019 YouthSpace Care:
Befriending of elderly living alone
- 19 MAR 2020 YouthSpace eGames Tournament

/ YouthSpace eGames Tournament

19 MAR 2020

During the March holidays, YouthSpace held their first ever eGames tournament. This tournament was held with the intention of engaging the youths in a social setting through some of their favourite mobile games. A total of 22 youths attended this event. The youths competed intensely in the games 'Brawl Stars' and 'Mario Kart Deluxe 8' on their mobile phones and Nintendo Switch. Attractive prizes were given for the top 3 players for each game and awarded the prestigious title of "Ultimate Brawler" and "Fastest Mario Karter". The tournament was a success, with many youths requesting for future tournaments.



ORGANIZING
& BUILDING
FRIENDS
FORGIVING
& BUILDING
FRIENDS

Community-Based Social Work

UpRock Programme

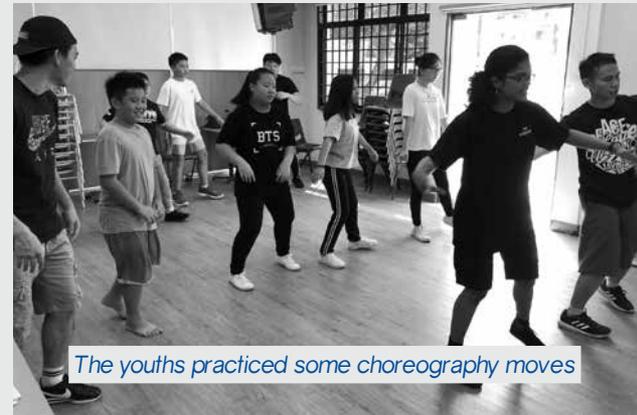
/ JUNE - AUG 2019 Kampong Chai Chee CC

/ JULY - AUG 2019 Bedok Green Secondary School

The UpRock Programme is a collaboration between 'Elevate the Streets' Team and Bethesda Care Services (BCS). This 6-week workshop programme was created by BCS social worker Mr Lim Cheng Kai with the intent of engaging youths at-risk through dance forms such as hip-hop dance form of breaking, or 'b-boying'. Through the carefully structured workshops, the process of imparting dance skills will be in service of larger, value-driven objectives, such as developing a positive sense of self, encouraging self-discipline, and providing a safe space for self-expression.



In 2019, BCS did its first community run of the UpRock Programme with Kampong Chai Chee Community Centre, reaching out to a total of 12 youths and 6 volunteers from June to August. BCS also did its first school run with Bedok Green Secondary School, reaching out to a total of 5 students and 1 volunteer from July to August.



The youths practiced some choreography moves

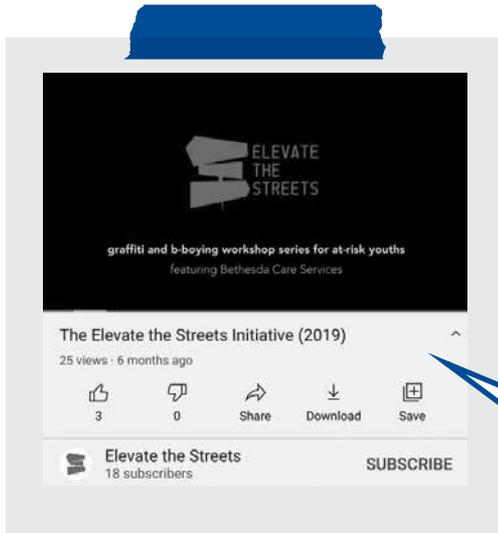
UpRock Programme Outline

WEEK 1 - 4

- / Youths are taught social emotional competencies by learning dance moves
- / Use of movement therapy such as mirroring
- / Learn practical skills like grounding and deep breathing which will help them cope with emotional regulation

WEEK 5 - 6

- / Focus on relational aspect between the instructors and youths
- / Use of narrative therapy to empower and uplift the youths' self-confidence



CHECK OUT THE DOCUMENTARY VIDEO ON YOUTUBE <https://bit.ly/BCSxETS>

“ These kids are genuinely interested in picking up handstands, freezes, actually learning a bit of choreography, and they had fun. When I’m actually teaching it to non-dancers, I have to constantly think of everything in different ways which could attract these kids because they don’t think on the same wavelength as me. ”

Sohini Dhar
Volunteer

“ This project would not be possible without the generous support of Bethesda Care Services, as well as Kai who has been thinking about doing something related to youths at-risk through the medium of b-boying. Some of these youths-at-risk just need someone to talk to. In a way, just spending time teaching them a dance move might be that excuse for us to interact with them on a closer level. Hopefully that might be the window that they need to be integrated into a larger community of like-minded people. ”

Michael Ng
Founder of Elevate the Streets

“ Using the “UpRock” programme that Kai came up with, I realised that we just had to focus on teaching the dance, and the values will naturally come with that teaching. You see these kids just take on a different persona, and just express themselves, it’s actually special for me. Because they seem to get the essence of what this dance is about without necessarily being able to do something very technical. ”

Luke Nicholas Lim
Volunteer



PICKED UP A COOL FREEZE!

“ I can really see the growth in our volunteers. There are lessons that they took away just by talking to the youths or just by teaching the youths. If we have volunteers on board, if we have people willing to commit the time, the work can be magnified. Dance changes lives, whether it is big or small, there is a certain change in a dancer’s life. ”

Lim Cheng Kai
BCS social worker/dance instructor

Community *Events*

/ *Awareness Week 2019*

24, 25 AUG, 1 SEPT 2019

We held our annual BCS Awareness Week (BAW) at Bethesda (Bedok-Tampines) Church on the 24, 25 August and 1 September 2019 to bring awareness and publicity to encourage monthly donations as well as to recruit potential volunteers and sponsors. This year's campaign "Love Enables" encourages people to choose to reach out and to love. Love enables us to see the needs of others, the campaign shares the stories of our volunteers and what kept them committed to serving the community.

A fundraising booth by the Citi-YMCA Youth For Causes Project was also setup by a team of ITE College East students, Team Kindness Crew during the event. The team sold customised tote bags and raised more than \$4700 for BCS. This year, we received over 72 new volunteer sign-ups and collected more than \$339,970 worth of donations and sponsorships. We also introduced a more fuss free way of online giving via PayNow.



NEW 72
VOLUNTEER
SIGNUPS

MORE THAN
\$339,970
WORTH OF DONATIONS
& SPONSORSHIP

f CHECK OUT OUR
EVENT HIGHLIGHT VIDEO
ON FACEBOOK
<https://bit.ly/awarenessweek2019>

\$ YOU CAN NOW BLESS OUR
COMMUNITY VIA PAYNOW
FIND OUT MORE AT
<https://bethesdacare.sg/donate/>



Team Kindness Crew
customised tote bag
designs that embodies
BCS mission to reach out
and touch lives.

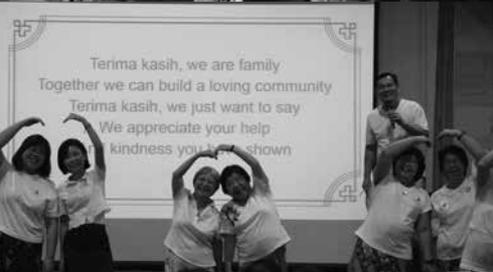


Partners' Appreciation Night 2019

10 OCT 2019

In appreciation of our volunteers, donors and partners, BCS held our Partners' Appreciation Night (PAN) on 10 October 2019. Reminiscing the good old times with friends (美好时光) was the theme of this year's PAN event. Our guests were treated to some old school snacks like kacang puteh at our reception that was decked up like a 'Mama shop'. The photobooth areas were decorated in a kampung style environment resembling a kampong house with vintage household items. The guests were treated to local hawker food like Laksa, Satay, Hokkien mee at the various food stations. While having their dinner, guests enjoyed reminiscing old times by playing old school games like Hopscotch, Bola Tins, Hoop Wheeling at the respective game stations.

Some highlights include an old school giant eraser competition, a performance by YouthSpace singing to classic songs and a time of sharing by our beneficiaries and our Vice Chairman Mr Lok Vi Ming. Our partners and volunteers were presented with a customised PAN 2019 tote bag as a thank you gift. Lastly, the BCS staff expressed their gratitude with an appreciation song performance, singing a remix version of the song Di-Tanjong Katong. A heartfelt thanks to all who have made this event a success, we would like to thank [Signage Workshop Pte Ltd](#) for sponsoring the prints for our game station booths and [CJS Catering Pte Ltd](#) for providing a scrumptious selection from the live food stations.



THE RENOVAID PROJECT

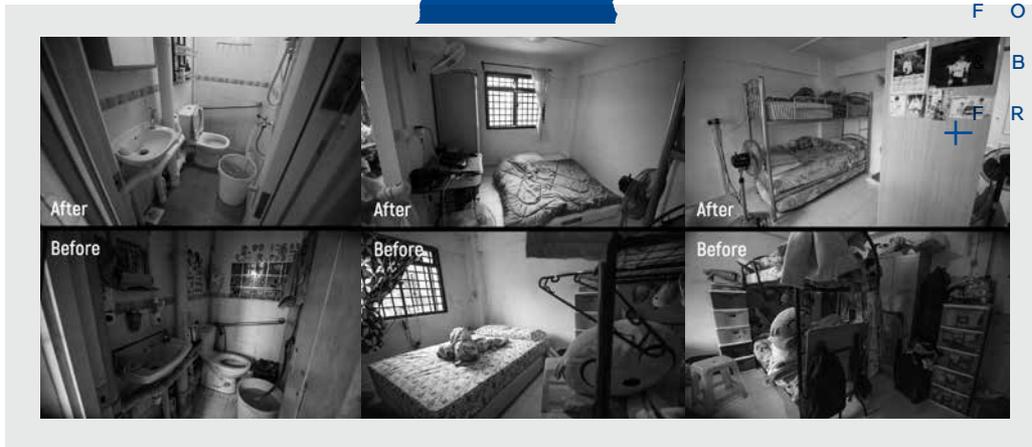
/ Project I

SEPT - DEC 2019

Back in December 2019, as part of Renovaid Project, a volunteer group from BBTC carried out and sponsored the makeover of *Mdm Tan's** one-room rental flat to help improve and maximise the space available to the family. The entire project lasted from September to December. Renovation works include repairing and replacement of bathroom fittings, electrical rewiring of the unit, repainting of the walls, and purchasing of new furniture for the family. The renovation company

Debono Pte Ltd even built cabinets to function as room dividers for the family to have more privacy in their own home. The project cost a total of \$8800. BCS would like to thank Mr Kes Low and team, Debono Pte Ltd and donors from our Awareness week for their good works and sponsorship of the renovation and furniture for the family.

**Names written in italics have been changed to protect the client's privacy.*



\$8800
FUNDS USED FOR
RENOVAID PROJECT



PHASE 1
SEPT 2019

- / Fundraising
- / Recruiting volunteers



PHASE 2
OCT 2019

- / Planning and discussion with the family
- / Sourcing of furniture



PHASE 3
NOV 2019

- / Finalising renovation works and floor plan
- / Packing and making space for renovation



PHASE 4
DEC 2019

- / Electrical works
- / Renovation of toilet
- / Repainting the house
- / Arrival and set up of new furniture, kitchen storage and fixtures
- / Cleaning up and organising of clutter in the house



/ Renovaid Project II
- Collaboration with
Aggregate Design Studio

OCT - DEC 2019

Bethesda Care Services collaborated with Aggregate Design Studio to do a mini renovation for our beneficiaries, *Mrs Lim** and her two children ages 10 and 13. The purpose of this renovation is to improve their living conditions, in the hope of giving the children a conducive environment for their study routine and encouraging them to better organise their belongings.

Aggregate Design Studio volunteered to do the interior design work and the liaising of contractors on a pro bono basis. Bethesda Care Services raised a total sum of **\$1,889** from our BAW sponsorships received in 2019 for the purchase of furniture and renovation works. The renovation period took place from 29 November to 1 December, with the help of our volunteers Mr Ken Loo, Ms Abigail Lee and Ms Lee Siew Yen to assist with the installation of furniture.

**Names written in italics have been changed to protect the client's privacy.*

 **\$1,889**
 FUNDS USED FOR
 RENOVAID PROJECT



Volunteers

This year, we are thankful for the stronger ties and new friendships forged between our volunteers, corporate partners and our beneficiaries. As we continue to join in this mission, may it bring new ventures and collaborations in impacting our community. This FY19/20, we have a total of 217 volunteers and 11 group volunteers and 8 corporate partners.

/ Elderly Services

MEALS-ON-WHEELS

Alison Ng	Jiang Hai Yang	Shamie Low
Alistar Drummond Sim	John See	Simon Lau
Charlene Han	Jolene Tan	Simon Sie
Chris Chee	Jonathan Seah	Stacy Soh Peck Leng
Darryl Scott	Josephine Chi	Susan Chong
Dennis Tan	Ken Chan	Sy Kai Yuet
Derrick Phua	Koh Chin Chai	Tan Swee Noi
Donna Tsai	Koh Eng Lin	Tan Tiem Hien (Janice)
Dorothy Peng	Lam Soon Leong	Victor Leong Pei Wang
Elroy Koh	Lang Lian Fang	Vincent Chin
Elsie Peng	Ling Nee Ker	Wee Chee Meng
Esther Ng	Lionel Tan	Wendy Teh
Faith Koh	May Phua	Yang Vi Vien
Gin Kuan Lai Cheng	Monica Ho	Yang Yang
Ho Fook Meng	Ong Hock Ann	Yong Fook Lin
Irene Lim	Peng En Wei	
Jacqueline Yang	Peter Tan	
James Wong	Phua Swee Kim	
Janet Low	Quek Lee Wah	
Janice Tan	Sandra Goh Geok Sian	

GROUP VOLUNTEERS

Bethesda (Bedok-Tampines) Church – Joshua 24B
Bethesda (Bedok-Tampines) Church – Living Faith
Bethesda (Bedok-Tampines) Church – Vine 2

BEFRIENDERS

Bethesda (Bedok-Tampines) Church – Agape 2

ACTIVE AGEING

Alice Koh
Angela Lee
Cecilia Wong
Doris Lou
Eve Lim
Geraldine Kwok
Hazel Kum
Ho Sweet Meng
Iris Lim
Low Siew Lian
Lye Nyok Choo
Patricia Lam
Patrick Kwok
Pauline Tan
Robin Lim
Rose Ng
Sarah Ow
Sharon Chan
Yeo Siew Hwa

MOBILE ACTIVE AGEING

Alice Chng
Alice Hannah Koe
Alice Ng
Andy Lee
Elsa Tan
Johnnie Ng
Rosalind Ho
Tan Kim Boon

CORPORATE PARTNERS

Creative Eateries Pte Ltd
Changi General Hospital
FutuReady Asia (Singapore)
The Social Co.

/ excITE @ College East

Allister Lim
Chan Mun Toh
Dellia Teo
Doreen Low
Fuji Yew
Jessica Chen
Keith Chang
Loo Kee Wei
Madeleine Chew
Melvin Chia
Nigel Du'Pratt
Raymond Poh
Rose Lam
Shu Shi Rong
Sim Peck Hwee
Suzanne Lee
Tina Tan

CORPORATE PARTNERS

Credit Suisse

/ Family Services

BURSARY AWARD

Brendan Aw
Chew Lay Lay
Edwin Leong Jia Jun
Jeremy Lim
Martin Sng

YOUTHSPACE

Abigail Choo Ru Yi
Ahmad Yusoff Bin
Mohd Salleh
Amirah Afifah Binte
Mohamad Roslan
Auni Zafirah Binte Taufek
Azzah Atifah Binte Mohd
Ramezan

Esther Zang Hui Jin
Ethan Lim
Eunice Tay
Goh Xin Yi
Heidi Lim Jhe Anne
Isaac Lee Sheng Yi
Jeslyn Koh
Kyaw Zin Thant
Lee Dayang
Lee Kah How
Lee Siew Yen
Lee Zhi Peng
Li Fulin
Lim Hsien Haer Galvin

Muhammad Noor Syafiq
Mun Kwai Sam
Nah Dominic
Neo Boon Zan (Alexandra)
Ng Kim Hwee Sherman
Nur Hassanah Binte
Ramlan
Nur Khairunnisa Bte
Kamasani
Poh Tze Rong Hector
Rachel Low Su Yee
Ryann Dyunuedi
Tan Zhee Yong
Tay Chin Koon
Teo Chee Hao
Wu Xiao Wei
Yu Yi Sheng

FAMILY CONNECT

Agnes Phan
Lain Tan
Lim Sok Hoon
Rebecca Leong
Soh Zhi Heng Justus

Brandon Ng Chuan Wei
Chen Hangyi
Cheo Chin Sheng
Chester Ng Yin Hao
Chew Man Ting
Christopher See Boon Ping

RENOVAID PROJECT II

Abigail Lee
Ken Loo
Lee Siew Yen

Chua Yong Chiuan Jack
Cindy Lim Sin Yee
Daniel Ng Zhiyong
Darian Ong
Dhar Sohini
Edwin Ng Kim Yong

Lok Nexa
Low Jia'an Amanda
Luke Nicholas Lim
Wei Ren
Michael Ng Ming Kai
Mohamed Syamil Bin
Mohamed Shah

GROUP VOLUNTEERS

Bursary Award

Bethesda (Bedok-Tampines) Church – Jubilee CG

Family Connect

Bethesda (Bedok-Tampines) Church – Bethel CG

Bethesda (Bedok-Tampines) Church – Bona Fide CG

Elevate the Streets

Renovaid Project I

Bethesda (Bedok-Tampines) Church – Friends 1 CG

/ Student Care Centre

Ashley Loh

Benson Chin
Candi Teng
Chang Swee Wah
Charles Han
Chew Lee Ming
Chua Choo Geok
Dawn Teo
Edwin Tay
Evelyn Lee
Gan Poh Neo
Gulanda Muhati (Grace)
Ho Hang Fong
Koh Li Boon
Lee E-E
Lena Wong
Linda Chan
Mai Lin
Mary Sam
Olivia Juliani Johansen
Paul Tan
Preetha Rajeev
Sarah Tay
Shirley Lau
Soh Leng Leng
Vicky Tan
Yang Jeongin
Yeap Keng Teck

AD HOC VOLUNTEERS

Angelia Koh
Anni Kum
Annie Toh
Audrey Seet
Belinda Sim
Benson Chin
Cavan Tan
Chen Xueyi
Diana Lim
Dion Lim
Eliza Lim
Francis Teo
Goh Choo Neo
Hoo Yu Qian
James Tan
Joy Leong
Justin Lai
Kelly Lum
Kelvin Teo

CORPORATE PARTNERS

Anglo Chinese Junior College
Unilever Singapore Pte Ltd
Victoria Junior College

GROUP VOLUNTEERS

Bethesda (Bedok-Tampines) Church – Priest & King CG
ITE College East Student Council

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 organization is a full member of the National Council of Social Service, has an Institution of a Public Character (IPC) status.

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

24th MANAGEMENT COMMITTEE

The Management Committee sets the direction, decides on our policies, administrative procedures and provides leadership and counsel relating to the management of BCS. The following Committee Members were appointed at BCS's 24th Annual General Meeting on 25 June 2019.

Chairman

Dr Peng Chung Mien

Vice Chairman

Mr Lok Vi Ming

Honorary Treasurer

Mr Wong Chee Boon

Honorary Secretary

Mr Lai Choy Tong

Committee Members

Ms Bok Hai Choo Christine

Ms Wong Li Tein

Ms Tan Jee Nah

Mr James Wong Joo Sin

Mr Wong Siu Hong Alfred

Ms Wong Phui Hong

Mr Chua Seng Lee

SENIOR MANAGEMENT TEAM

Executive Director

Mr William Loke

(appointed to position since 1 July 2015)

Senior Social Worker - Family Services

Ms Kathleen Yee

(appointed on 6 Jan 2020)

Acting Supervisor - Elderly Services

Mr William Loke

Acting Supervisor - Student Care Services

Ms Kathleen Yee

Programme Manager - Soul-Care Services – excITE

Ms Michelle Low

Disclosure Report

Registered IPC Status

The Society's IPC status, renewed under the Ministry of Social and Family Development, is valid from 01/04/2020 to 31/03/2023.

Board and Executive Management

1. The governing instrument of Bethesda Care Services is the Constitution. Bethesda Care Services is governed by a Management Committee consisting of voluntary members. The Management Committee members and Office-Bearers are elected at an Annual General Meeting every two years.
2. There are no Management Committee Members (i.e. Board Members) holding staff appointments.
3. The governing instrument does not expressly permit staff to become board members. Hence, the rule of staff not comprising more than one-third of the board is not applicable.
4. Staff do not participate in Board decision-making.
5. No Management Committee Members received any remuneration from the Society during the Financial Year. As such, no Board Member is involved in setting his or her own remuneration.
6. The governing instrument sets out the Board's Composition, Appointment Process, Objectives and Tenure of office bearers.
7. The Honorary Treasurer has a term limit of four consecutive years, as stipulated in the Governing Instrument.
8. There are no staff (employees) who are close members of the family of a Director or the Chief Executive Officer (i.e. Executive Director equivalent).
9. The governing instrument sets out the number of times the board meets and quorum required.
10. The Board regularly reviews the Society's controls, processes, key programmes and events through reports and information provided by its respective Committees and the Management.
11. A total of 4 board meetings were held in FY19/20 (this excludes the AGM held on 25 June 2019) on the following dates: 25 June 2019, 10 September 2019, 3 December 2019 and 24 March 2020.
12. All board members were re-appointed or newly appointed at the AGM held on 26 June 2018.

Disclosure and Transparency

1. Bethesda Care Services makes available to its stakeholders an annual report that includes information on its programmes, activities, audited financial statements, Directors 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 programmes and activities:
Passenger van plate no. PC1737X
Passenger van plate no. PC2391C

Details of the Board of Directors including their meeting attendance are as follows:

<i>Name</i>	<i>Position</i>	<i>Date Assumed Position</i>	<i>Board Director Since</i>	<i>Company (Designation)</i>	<i>Previous Appointment and Tenure</i>
PENG CHUNG MIEN ●●●●	CHAIRMAN	29 JUNE 2015	8 JAN 1998	CEO THE FARRER PARK COMPANY	
LOK VI MING ●●●●	VICE-CHAIRMAN	29 JUNE 2015	1 JAN 1997	MANAGING DIRECTOR LVM LAW CHAMBERS LLC	
LAI CHOY TONG ●●	SECRETARY	22 MAR 2016 <small>*Annual Report FY18/19 was erroneous. Date as per Annual Report FY 15/16</small>	13 JULY 2013	ACCOUNTANT TYE SOON LIMITED	TREASURER 13 JUL 2013 – 22 MAR 2016
WONG CHEE BOON ●●●	TREASURER	26 JUNE 2018	26 JUNE 2018	FINANCE DIRECTOR ORANGE APPLICATIONS FOR BUSINESS SINGAPORE PTE LTD	
WONG SIU HONG ALFRED ●●●	MEMBER	30 JUNE 2007	30 JUNE 2007	CEO NOEL GIFTS INTERNATIONAL LTD	
JAMES WONG JOO SIN ●●●	MEMBER	30 JUNE 2007	30 JUNE 2007	MANAGING DIRECTOR MEYLE SINGAPORE PTE LTD	
BOK HAI CHOO CHRISTINE ●●	MEMBER	29 JUNE 2010	29 JUNE 2010	TEACHER ANGLO- CHINESE SCHOOL (INDEPENDENT)	
TAN JEE NAH (GINA) ●	MEMBER	8 SEPT 2010	8 SEPT 2010	INTEGRATION MANAGER ANZ BANK	
WONG LI TEIN (MONICA)	MEMBER	13 JULY 2013	13 JULY 2013	ASSISTANT REGISTRAR SUPREME COURT	
WONG PHUI HONG (IVY TAN) ●●●	MEMBER	29 JUNE 2015	29 JUNE 2015	DIRECTOR NOEL GIFTS INTERNATIONAL LTD	
CHUA SENG LEE ●●●	MEMBER	26 JUNE 2018	26 JUNE 2018	DEPUTY SENIOR PASTOR BETHESDA (BEDOK-TAMPINES) CHURCH LTD	

● Denotes Board Meeting attendance. There were 4 Board Meetings in FY19/20.

Reason for retaining governing board members who have served for more than 10 consecutive years:

MC members have been among the founding members of the charity. They have been key to the foundation, growth and direction of the Charity. It has been difficult to find comparably dedicated people with the key skillsets in the Healthcare and Law sectors for renewal.

Strategic Direction and Programme Management

1. The Board reviews and approves the vision and mission of Bethesda Care Services through Board and Committee meetings.
2. The Board approves and reviews a strategic plan for Bethesda Care Services to ensure that the activities are in line with its objectives.
3. 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

1. 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.

Reserve Policy

1. 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.

Public Image

1. 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

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

<i>Remuneration band</i>	<i>FY19/20</i>	<i>FY18/19</i>	<i>FY17/18</i>	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.
S\$50,001 to S\$150,000	1	1	1	

5. There is no paid staff, being a close member of the family belonging to the Chief Executive Officer (ie. Executive Director equivalent) or members of the Board of Directors of Bethesda Care Services, who has received remuneration exceeding \$50,000 during the financial year.

Management of Conflict of Interest

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

Financial Management and Internal Control

1. The Board ensures internal control systems for financial matters are in place with documented procedures.
 - The Board 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 and key 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 the Society's operations and finances.
2. In the Financial Year 2019/2020, Bethesda Care Services did not provide loans to any persons, establishments or related parties.

Investment Guidelines

- Bethesda Care Services adopts a conservative stance towards investing of Bethesda Care Services' reserves. In the Financial Year 2019/2020, reserves set aside for investment were placed in fixed deposits.

Conduct of Fund-Raising Activities

- 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.
- Bethesda Care Services maintains a high level of confidentiality with respect to donor information. 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 IPC Link System (IRAS), Bethesda Care Services' accounting system, and promptly deposited by Bethesda Care Services.
- The total fund-raising expenses of Bethesda Care Services did not exceed 30% of the total receipts from fund-raising and sponsorships for the Financial Year 2019/2020.
- Bethesda Care Services did not engage the services of commercial fund-raisers in Financial Year 2019/2020.

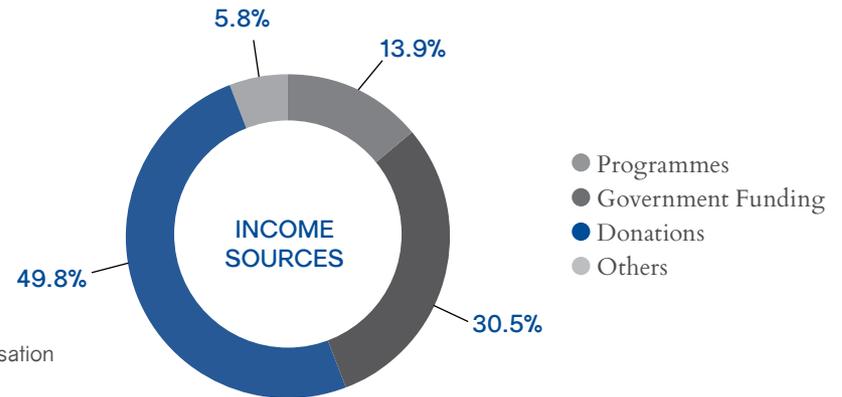
Review of Financial Status

BCS receives 30.5% 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 FY2019/2020, BCS received income totalling \$3,186,281.

Income Sources

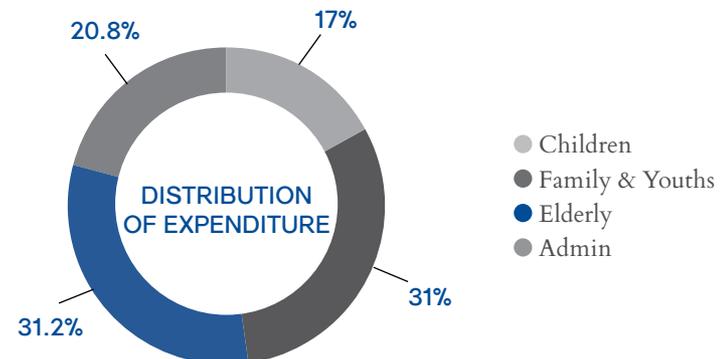
Programme Fees	444,486	13.9%
Government Funding	971,154	30.5%
Donations	1,586,943	49.8%
Other Income*	183,698	5.8%
Total	<u>3,186,281</u>	

*Other Income refers to funding from supplementary government subsidies to defray organisation employment cost (e.g. MOM-Special Employment Credit), assistance programmes targeted at specific groups of individuals (e.g. Elderly COPE - SECDC Reimbursement) as well as other miscellaneous sources of income (e.g. interest earned from Fixed Deposit).



Distribution of Expenditure

Children	461,256	17%
Family & Youths	839,686	31%
Elderly	843,556	31.2%
Admin	562,010	20.8%
Total	<u>2,706,508</u>	



Breakdown of Charity Dollar

For FY2019/2020, out of every \$1.00 spent, 79¢ went directly to fund programmes and activities that benefit our clients.

Direct Charitable Expenses - Include programme staff cost and cost of providing services and running programmes for clients.

Indirect Charitable Expenses - comprising of: operations/administration cost, which includes printing, stationery, transport, telecommunications, IT expenses, professional fees and administrative staff cost.

Manpower Status

As of 31 March 2020, BCS had a team of 54 staff comprising of 34 full-time staff (including 2 contract staff, 1 temporary staff) and 20 part-time staff for FY2019/2020.

Purposes of Organisational Assets

From June 2019, renovation works such as customisation and installation of new kitchen cabinets and cupboards were made for the upgrading of the kitchen premises.

In FY19/20, 2 MiPro portable wireless amplifier speakers were purchased for our current Mobile Active Ageing activities and for the future expansion of the Mobile Active Ageing programme.

3 laptops and 1 PC were purchased in February 2020 to support the operations of our staff.

Calendar of Events

KEY DEVELOPMENTS FOR FY2019/2020

APR 2019 - MAR 2020

Angel Project is a new pilot initiative project that launched on 24 April 2019. We collaborated with our volunteers from Bethesda Bedok-Tampines Church (BBTC) and Fellowship Of Evangelical Students (FES Singapore) throughout this project. Angel Project hopes to equip ITE students with life skills as they learn from experienced mentors and volunteers. Through interactive skit and drama based on real life stories, students gain insights about community needs from medical healthcare professionals. In subsequent sessions, the students demonstrated acts of service through house cleaning projects.

APR 2019 – JAN 2020

As part of our befriending efforts, BCS had been distributing festive goodie bags to our elderly beneficiaries on festive occasions like Chinese New Year. These goodie bags were distributed with the help of our volunteers. A total of \$11,362.34 was spent on the purchase of the festive goodie bags with \$5,500 contributed by our donors. The remaining funds of \$5,812.34 from the Pillow Project fundraising campaign were used to offset the cost of festive goodie bags.

27 MAY 2019

27 May marks a special occasion for “Wall’s Day of Joy” as Unilever employees distributed Wall’s ice cream to 90 children across all levels of our Student Care Centre (SCC). The Unilever staff had a fun time of bonding with the children through some relay games conducted by our SCC volunteer Mr Yeap Keng Teck. The winning teams were presented with Wall’s prizes. The ice cream and prizes in this event were sponsored by Unilever Singapore Pte Ltd.

MAY – OCT 2019

Citi-YMCA Youth For Causes (YFC) is a community initiative started by Citibank and the YMCA of Singapore in 2003. A team of ITE College East students, Team Kindness Crew, participated in the YFC project to raise funds for BCS. With two main fundraising mechanisms - street sales and charity movie gala, they raised more than \$14,000 for Bethesda Care Services. They also sold customized tote bags for street sales.

21 – 23 JUNE 2019

BCS organized a 3 Day 2 Night staycation camp for community families at Changi Village Hotel. This year, the theme of the Family Camp is “One Family, One Team” with the purpose to encourage families to stay united as a team. A total of 8 families participated with 14 parents and 19 children. Besides bonding activities to foster stronger

bonds within families, a parenting workshop was also conducted to strengthen communication skills with their children. Meanwhile, the youths participated in a dance workshop run by Elevate the Streets.

JUNE – AUG 2019

The UpRock Programme is a collaboration between 'Elevate the Streets' Team and Bethesda Care Services (BCS). This 6-week workshop programme was created with the aim to engage youths at-risk through dance forms such as breaking. Through the carefully structured workshops, the process of imparting dance skills will be in service of larger, value-driven objectives, such as developing a positive sense of self, encouraging self-discipline, and providing a safe space for self-expression. In 2019, BCS did two pilot runs of the programme in Kampong Chai Chee Community Centre and Bedok Green Secondary School. A total of 17 youths and 7 volunteers were impacted.

24 JULY 2019

On 24 July 2019, the Agency of Integrated Care (AIC) conducted a functional screening in our premises for the first time. With our continued collaboration with AIC, 60 seniors had their vision, hearing and oral health assessed. AIC partners with the community and Temasek Foundation (TF) Cares to provide this screening to senior citizens above 60 years of age. CareLine, a 24-hour personal telecare service by CGH, was also present to introduce their services to the participants. 29 seniors participated in Careline Outreach and 12 seniors received phone deployment.

JULY - AUG 2019

This is the 5th year we partnered with Credit Suisse to curate the Credit Suisse-ITE mentoring programme for the purpose of equipping the student leaders of ITE College East with character competency necessary for their future. The theme of this year's workshops was on building 'GRIT' and resilience in students. Our volunteer Mr Melvin Chia was invited as a lead trainer for this programme.

24, 25 AUGUST, 1 SEPTEMBER 2019

We held our annual BCS Awareness Week (BAW) centred around the theme "Love Enables". We introduced a more fuss free way of online giving via PayNow. A fundraising booth by the Citi-YMCA Youth For Causes Project was also setup by a team of ITE College East students, Team Kindness Crew during the event. The team sold customised tote bags and raised more than \$4700 for BCS. This year, we received over 72 new volunteer sign-ups and collected more than \$339,970 worth of donations and sponsorships.

SEPTEMBER – DECEMBER 2019

As part of Renovaid Project, a volunteer group from BBTC carried out and sponsored the makeover of a BCS client's one-room rental flat to help improve and maximise the space available. The project cost a total of \$8801.95. This was made possible by the help of our volunteers as well as the donors from our Awareness week and renovation company Debono Pte Ltd who sponsored the renovation and furniture for the family.

OCTOBER – DECEMBER 2019

Bethesda Care Services collaborated with Aggregate Design Studio to do a mini renovation for a BCS client and her family. The purpose of this renovation is to improve their living conditions, in the hope of giving the children a conducive environment. Aggregate Design Studio volunteered to do the interior design work and the liaising of contractors on a pro bono basis. Bethesda Care Services raised a total sum of \$1,889 from our BAW sponsorships received in 2019 for the purchase of furniture and renovation works. From 29 November to 1 December, some volunteers assisted in the renovation works.

25 NOV 2019

ITE College East students from Higher Nitec in Passenger Services were given the opportunity to attend a Career Sharing session by Singapore Airlines & Air Line Pilots Association – Singapore (ALPA-S). This is the first time that excITE had the privilege to collaborate with SIA and ALPA-S. Through this session, the students had the opportunity to glean insights into everyday lives of the cabin crew and pilots in the Aviation industry.

DEC 2019

For the first time, YouthSpace Camp was held separately for primary school students and secondary school students to allow us to tailor our programme to the needs of different age groups. Both camps focused on identity as their central theme. We had in total 28 youths and 13 volunteers participated in both camps.

5 DEC 2019

Our Student Care Centre (SCC) was honoured to have been selected as the recipient for Bedok North Neighbourhood Police Centre's donation drive in December. Our SCC children were invited on a visit to Bedok North Neighbourhood Police Centre and graced their year-end appreciation lunch on 5 December. The children did a simple performance and sang Christmas carols during the lunch. Bedok NPC Commanding Officer Mr Julius Lim presented our Executive Director, Mr William Loke, with a cheque donation of \$5473 for BCS.

9 DEC 2019

Bethesda Care Services was privileged to be selected as part of the CSR programme for Creative Eateries Pte Ltd and invited for a Lunch Get-Together with their staff. It was also our first engagement collaborating with Creative Eateries. In partnership with The Social Co. and the Restaurants For Good 2019 Campaign to bless the community, Creative Eateries hosted a group of 19 seniors from MOW services and Active Ageing Programme for lunch at Bangkok Jam, Marina Square. Apart from this lunch event, The Social Co. also launched the Restaurants for Good month-long campaign in conjunction with Giving Week that started from 1 December 2019.

20 DEC 2019

Closing the year of 2019 with appreciation and gratitude, our Student Care Centre held its long awaited SCC Parent's Appreciation Night on 20 Dec 2019. More than 40 families attended this event with a crowd of around 150 guests. It was a night filled with fond memories as the SCC children put together performances for their parents and took photos with their family at the Christmas themed photobooth. The children also showed their appreciation to their parents by serving them their meals and presenting their parents with handmade gifts they created during our holiday craft sessions. The night ended on a sweet note as our staff and volunteers gave out door gifts to the students as they left the hall.

10 FEB 2020

In light of the COVID-19 situation, we had the opportunity to collaborate with FutuReady Asia & Innotrek Pte Ltd who distributed to 69 Mobile Active Ageing seniors a bottle of hand sanitizer and face mask each. The volunteers also conducted a quick presentation on hygiene practices for our seniors based on their dialect groups. This was our last programme for the season as we had to suspend our Active Ageing programmes temporarily in light of the Covid-19 situation.

BETHESDA CARE SERVICES
FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED
31 MARCH 2020

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Statement of Changes in Accumulated Fund	7
Statement of Cash Flows	8
Notes to the Financial Statements	9

BETHESDA CARE SERVICES
(Registered with Registry of Societies, Singapore)

STATEMENT BY THE MANAGEMENT COMMITTEE

On behalf of the Management Committee, we, Dr. Peng Chung Mien and Wong Chee Boon, being the Chairman and Honorary Treasurer of Bethesda Care Services (“the Society”) respectively, do hereby state that in our opinion, the financial statements set out on pages 5 to 19 are properly drawn up in accordance with the Societies Act, Chapter 311, the Charities Act, Chapter 37 and other relevant regulations and Financial Reporting Standards in Singapore so as to present fairly, in all material respects, the financial position of the Society as at 31 March 2020 and the financial performance, changes in accumulated fund and cash flows of the Society for the financial year ended on that date.


Dr. Peng Chung Mien
Chairman


Wong Chee Boon
Honorary Treasurer

21 AUG 2020

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
BETHESDA CARE SERVICES**
(Registered with Registry of Societies, Singapore)

Report on the Audit of the Financial Statements

Opinion

We have audited the accompanying financial statements of Bethesda Care Services (the "Society") as set out on pages 5 to 19, which comprise the balance sheet as at 31 March 2020, and the statement of comprehensive income, statement of changes in accumulated funds and statement of cash flows for the financial year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements are properly drawn up in accordance with the Societies Act, Chapter 311 (the "Societies Act"), the Charities Act, Chapter 37 and other relevant regulations (the "Charities Act and Regulations") and Financial Reporting Standards in Singapore ("FRSs") so as to present fairly, in all material respects, the financial position of the Society as at 31 March 2020 and the financial performance, changes in accumulated fund and cash flows of the Society for the year ended on that date.

Basis for Opinion

We conducted our audit in accordance with Singapore Standards on Auditing ("SSAs"). Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the Society in accordance with the Accounting and Corporate Regulatory Authority (ACRA) *Code of Professional Conduct and Ethics for Public Accountants and Accounting Entities* (ACRA Code) together with the ethical requirements that are relevant to our audit of the financial statements in Singapore, and we have fulfilled our other ethical responsibilities in accordance with these requirements and the ACRA Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other Information

The Management Committee is responsible for the other information. The other information comprises the Statement by the Management Committee as set out on page 1 and the information included in the Annual Report but does not include the financial statements and our auditor's report thereon.

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

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

Baker Tilly TFW LLP (trading as Baker Tilly) is a member of the global network of Baker Tilly International Ltd., the members of which are separate and independent legal entities.

Baker Tilly TFW LLP (Registration No.T10LL1485G) is an accounting limited liability partnership registered in Singapore under the Limited Liability Partnerships Act (Chapter 163A).

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
BETHESDA CARE SERVICES (cont'd)**
(Registered with Registry of Societies, Singapore)

Report on the Audit of the Financial Statements (cont'd)

Responsibilities of the Management Committee and Those Charged with Governance for the Financial Statements

The Management Committee is responsible for the preparation and fair presentation of these financial statements in accordance with the Societies Act, Charities Act and Regulations and FRSs, and for such internal control as the Management Committee determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, 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 Management Committee either intends to liquidate the Society or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Society's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

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

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

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Society's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by Management Committee.

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
BETHESDA CARE SERVICES (cont'd)**
(Registered with Registry of Societies, Singapore)

Report on the Audit of the Financial Statements (cont'd)

Auditor's Responsibilities for the Audit of the Financial Statements (cont'd)

- Conclude on the appropriateness of Management Committee's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Society's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Society to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance 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.

Report on Other Legal and Regulatory Requirements

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

During the course of our audit, nothing has come to our attention that causes us to believe that during the financial year:

- a) the use of the donation moneys was not in accordance with the objectives of the Society as required under regulation 11 of the Charities (Institutions of a Public Character) Regulations; and
- b) the Society has not complied with the requirements of regulation 15 (Fund-raising expenses) of the Charities (Institutions of a Public Character) Regulations.



Baker Tilly TFW LLP
Public Accountants and
Chartered Accountants
Singapore

21 August 2020

BETHESDA CARE SERVICES
(Registered with Registry of Societies, Singapore)

STATEMENT OF COMPREHENSIVE INCOME
For the financial year ended 31 March 2020

	Note	2020 \$	2019 \$
Income			
Donations	3	1,586,943	1,315,254
Program fees		480,509	475,607
Government funding		431,893	377,621
Government grants		539,260	573,212
Interest from fixed deposits		56,466	40,878
Other income		91,211	120,440
		3,186,282	2,903,012
Less expenditure			
Depreciation of property, plant and equipment	5	79,227	77,324
Program expenses		501,134	470,078
Staff costs	4	2,081,309	2,006,483
Loss on property, plant and equipment written off		—	206
Other operating expenses		44,843	49,724
		2,706,513	2,603,815
Surplus for the financial year and total comprehensive income		479,769	299,197

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

BETHESDA CARE SERVICES
 (Registered with Registry of Societies, Singapore)

BALANCE SHEET
 At 31 March 2020

	Note	2020 \$	2019 \$
Non-current asset			
Property, plant and equipment	5	175,340	224,725
Current assets			
Sundry receivables	6	224,669	65,101
Fixed deposits	7	3,150,000	3,000,000
Bank and cash balances		828,594	590,415
		4,203,263	3,655,516
Total assets		4,378,603	3,880,241
Non-current liabilities			
Community Silver Trust Grant	9	235,505	31,242
Community Silver Trust deferred capital grant	10	5,561	7,888
Care And Share Matching Grant	11	39,269	343,332
Care And Share Matching deferred capital grant	12	165,612	213,879
		445,947	596,341
Current liabilities			
Accrued operating expenses		48,831	56,726
Deposits - student care	8	26,377	26,759
Deferred grant		177,264	-
		252,472	83,485
Total liabilities		698,419	679,826
Net assets		3,680,184	3,200,415
Accumulated fund		3,680,184	3,200,415

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

BETHESDA CARE SERVICES

STATEMENT OF CHANGES IN ACCUMULATED FUND
For the financial year ended 31 March 2020

	\$
Balance at 1 April 2018	2,901,218
Total comprehensive income for the financial year	299,197
Balance at 31 March 2019	<u>3,200,415</u>
Total comprehensive income for the financial year	479,769
Balance at 31 March 2020	<u>3,680,184</u>

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

BETHESDA CARE SERVICES
(Registered with Registry of Societies, Singapore)

STATEMENT OF CASH FLOWS
For the financial year ended 31 March 2020

	2020	2019
	\$	\$
Cash flows from operating activities		
Surplus for the financial year	479,769	299,197
Adjustments for:		
Amortisation of deferred capital grants	(77,242)	(76,181)
Depreciation of property, plant and equipment	79,227	77,324
Loss on property, plant and equipment written off	–	206
Interest income	(56,466)	(40,878)
Operating cash flows before movements in working capital	425,288	259,668
Receivables	(159,568)	6,450
Payables	95,835	(516,754)
Cash generated from/(used in) operations	361,555	(250,636)
Interest received	56,466	40,878
Net cash generated from/(used in) operating activities	418,021	(209,758)
Cash flows from investing activity		
Purchases of property, plant and equipment and net cash used in investing activity	(29,842)	(165,808)
Net increase/(decrease) in cash and cash equivalents	388,179	(375,566)
Cash and cash equivalents at beginning of financial year	3,590,415	3,965,981
Cash and cash equivalents at end of financial year	3,978,594	3,590,415
Cash and cash equivalents comprise:		
Fixed deposits	3,150,000	3,000,000
Bank and cash balances	828,594	590,415
	3,978,594	3,590,415

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

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

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

1 General information

The Society is registered under the Societies Act Cap. 311 and is domiciled in Singapore.

The principal activities of the Society are to initiate, assist and organise activities and schemes of social service for the alleviation of poverty, suffering, ignorance or ill-health through the allowance of assistance, education, training services or counselling.

The Society is a registered Charity under Charities Act since 1997. The Society is an Institute of Public Character (“IPC”) since 1 October 2008.

The Society’s registered address and principal place of activities is at 300 Bedok North Avenue 3, Singapore 469717.

2 Significant accounting policies

a) Basis of accounting

The financial statements, expressed in Singapore dollars (“\$”), which is the Society’s functional currency, have been prepared in accordance with the Societies Act, Chapter 311, the Charities Act, Chapter 37 and other relevant regulations and Financial Reporting Standards in Singapore (“FRSs”). The financial statements have been prepared under the historical cost convention except as disclosed in the accounting policies below.

The preparation of financial statements in conformity with FRSs requires the use of estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the financial year. Although these estimates are based on management’s best knowledge of current events and actions, historical experiences and various other factors that are believed to be reasonable under the circumstances, actual results may ultimately differ from those estimates.

Use of estimates and judgements

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods. There were no significant judgments and estimates made during the financial year.

The carrying amounts of cash and cash equivalents, current receivables and payables approximate their respective fair values due to the relatively short-term maturity of these financial instruments.

2 Significant accounting policies (cont'd)**a) Basis of accounting (cont'd)***New and revised standards*

In the current financial year, the Society has adopted all the new and revised FRSs and Interpretations of FRSs ("INT FRSs") that are relevant to its operations and effective for the financial year. The adoption of these new and revised FRSs and INT FRSs has no material effect on the financial statements.

New standards, amendments to standards and interpretations that have been issued at the reporting date but are not yet effective for the financial year ended 31 March 2020 have not been applied in preparing these financial statements. None of these are expected to have a significant effect on the financial statements of the Society.

b) Property, plant and equipment

Property, plant and equipment are stated at cost less accumulated depreciation and any impairment in value. Depreciation is calculated on a straight-line basis to write off the assets over their estimated useful lives.

The estimated useful lives of property, plant and equipment are as follows:

	No. of years
Furniture and fittings	5
Computers	5
Motor vehicles	5
Renovation	5

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

On disposal of a property, plant and equipment, the difference between the net disposal proceeds and its carrying amount is taken to profit or loss.

Fully depreciated property, plant and equipment are retained in the financial statements until they are no longer in use.

c) Financial assets*Recognition and derecognition*

Regular purchases and sales of financial assets are recognised on trade date - the date on which the Society commits to purchase or sell the asset. Financial assets are derecognised when the rights to receive cash flows from the financial assets have expired or have been transferred and the Society has transferred substantially all risks and rewards of ownership.

Financial assets are initially measured at fair value. Transaction costs that are directly attributable to the acquisition of financial assets (other than financial assets at fair value through profit or loss) are added to the fair value of the financial assets on initial recognition. Transaction costs directly attributable to acquisition of financial assets at fair value through profit or loss are recognised immediately in profit or loss.

2 Significant accounting policies (cont'd)

c) Financial assets (cont'd)

Classification and measurement

All financial assets are subsequently measured in their entirety at either amortised cost or fair value, depending on the classification of the financial assets.

The Society classifies its financial assets at amortised cost. The classification is based on the Society's business model for managing the financial asset and the contractual cash flow characteristics of the financial assets.

The Society reclassifies debt instruments when and only when its business model for managing those assets changes.

Subsequent measurement

Debt instruments include cash and cash equivalents and sundry receivables (excluding prepayments). These are subsequently measured at amortised cost based on the Society's business model for managing the asset and cash flow characteristics of the asset.

The Society measures financial assets at amortised cost if both of the following conditions are met:

- The financial asset is held within a business model with the objective to hold financial assets in order to collect contractual cash flows; and
- The contractual terms of the financial asset give rise on specific dates to cash flows that are solely payments of principal and interest on the principal amount outstanding.

Financial assets at amortised cost are subsequently measured using the effective interest rate (EIR) method and are subject to impairment. Gains and losses are recognised in profit or loss when the asset is derecognised, modified or impaired. Interest income from these financial assets is included in interest income using the EIR method.

Impairment

The Society recognises an allowance for expected credit losses ("ECLs") for financial assets carried at amortised cost. ECLs are based on the difference between the contractual cash flows due in accordance with the contract and all the cash flows that the Society expects to receive, discounted at an approximation of the original effective interest rate.

The impairment methodology applied depends on whether there has been a significant increase in credit risk. For credit exposures for which there has not been a significant increase in credit risk since initial recognition, ECLs are provided for credit losses that result from default events that are possible within the next 12-months (a 12-month ECL). For those credit exposures for which there has been a significant increase in credit risk since initial recognition, a loss allowance is required for credit losses expected over the remaining life of the exposure, irrespective of the timing of the default (a lifetime ECL).

If the Society has measured the loss allowance for a financial asset at an amount equal to lifetime ECL in the previous reporting period, but determines at the current reporting date that the conditions for lifetime ECL are no longer met, the Society measures the loss allowance at an amount equal to 12-month ECL at the current reporting date.

The Society recognises an impairment gain or loss in profit or loss for all financial assets with a corresponding adjustment to their carrying amount through a loss allowance account.

2 Significant accounting policies (cont'd)

d) Financial liabilities

Financial liabilities include accrued operating expenses and deposits received from student care which are initially measured at fair value, and are subsequently measured at amortised cost, using the effective interest method.

A financial liability is derecognised when the obligation under the liability is extinguished. Gains and losses are recognised in profit or loss when the liabilities are derecognised as well as through the amortisation process.

e) Provisions

Provisions are recognised when the Society has a present obligation as a result of a past event, and it is probable that the Society will be required to settle that obligation. Provisions are measured at the directors' best estimate of the expenditure required to settle the obligation at the balance sheet date, and are discounted to the present value where the effect is material.

f) Funds

Unless specifically indicated, fund balances are not represented by any specific accounts, but are represented by all assets of the Society.

g) Income recognition

Donations income

Donations are recognised on a cash basis and are recognised as income as and when received.

Program fees

Program fees includes revenue from rendering of services including childcare services, providing food and services to elderly in need and two-way transportation for elders to their medical appointment.

Revenue from services rendered is recognised as a performance obligation satisfied over time. Program fees revenue is recognised over the duration of the programmes and in the period in which the service is provided, having regard to the stage of completion of the service. Unearned income relating to the service to be rendered in future periods are included in deferred income.

Interest income

Interest from fixed deposits is recognised on time-proportion basis, by reference to the principal outstanding and at the interest rate applicable.

h) Impairment of non-financial assets

Non-financial assets are reviewed for impairment at each balance sheet date or whenever events or changes in circumstances indicate that the carrying amount of an asset may not be recoverable. Whenever the carrying amount of an asset exceeds its recoverable amount, an impairment loss is recognised in the profit or loss.

Reversal of impairment losses recognised in prior years is recorded when there is an indication that the impairment losses recognised for the asset no longer exist or have decreased. The reversal is recorded in income. However, the increased carrying amount of an asset due to a reversal of an impairment loss is recognised to the extent it does not exceed the carrying amount that would have been determined (net of amortisation or depreciation) had no impairment loss been recognised for that asset in prior years.

2 Significant accounting policies (cont'd)**i) Employee benefits***Defined contribution plans*

Defined contribution plans are post-employment benefit plans under which the Company pays fixed contributions into separate entities such as the Central Provident Fund, and will have no legal or constructive obligation to pay further contributions once the contributions have been paid. Contributions to defined contribution plans are recognised as an expense in the period in which the related service is performed.

Employee leave entitlements

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.

j) Taxation

The Society is exempted from income tax under the provisions of the Income Tax Act.

k) Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and with banks and fixed deposits. Cash equivalents are short-term, highly liquid investments that are readily convertible to known amounts of cash and that are subject to insignificant risk of changes in value.

l) Government grants

Government grants are recognised at their fair value where there is reasonable assurance that the grant will be received and all attaching conditions will be complied with. Where the grant relates to an asset, the fair value is recognised as deferred capital grant on the balance sheet and is amortised to profit or loss over the expected useful life of the relevant asset by equal annual instalments.

When the grant relates to an expense item, it is recognised in profit or loss over the period necessary to match them on a systematic basis to the costs that it is intended to compensate.

3 Donations

	2020 \$	2019 \$
Tax-deductible donations	1,525,687	1,240,569
Non-tax deductible donations	61,256	74,685
	<u>1,586,943</u>	<u>1,315,254</u>

4 Staff costs

	2020 \$	2019 \$
<i>Program</i>		
Salaries and bonus	1,476,808	1,411,555
CPF	226,466	219,042
Others	33,981	40,131
	<u>1,737,255</u>	<u>1,670,728</u>
 <i>Administrative</i>		
Salaries and bonus	287,793	281,370
CPF	41,966	41,488
Others	14,295	12,897
	<u>344,054</u>	<u>335,755</u>
	<u>2,081,309</u>	<u>2,006,483</u>

Included above is an amount of \$328,550 (2019: \$321,169) paid to key management personnel.

5 Property, plant and equipment

	Furniture and fittings \$	Computers \$	Motor vehicles \$	Renovation \$	Total \$
2020					
Cost					
At 1 April 2019	260,384	144,388	125,140	93,436	623,348
Additions	16,493	13,349	-	-	29,842
Written off	-	(4,469)	-	-	(4,469)
	<u>276,877</u>	<u>153,268</u>	<u>125,140</u>	<u>93,436</u>	<u>648,721</u>
At 31 March 2020					
Accumulated depreciation					
At 1 April 2019	180,539	60,452	125,140	32,492	398,623
Depreciation for the year	36,245	26,156	-	16,826	79,227
Written off	-	(4,469)	-	-	(4,469)
	<u>216,784</u>	<u>82,139</u>	<u>125,140</u>	<u>49,318</u>	<u>473,381</u>
At 31 March 2020					
Net carrying value					
At 31 March 2020	<u>60,093</u>	<u>71,129</u>	<u>-</u>	<u>44,118</u>	<u>175,340</u>

5 Property, plant and equipment (cont'd)

	Furniture and fittings \$	Computers \$	Motor vehicles \$	Renovation \$	Total \$
2019					
Cost					
At 1 April 2018	260,384	56,821	125,140	21,418	463,763
Additions	–	93,790	–	72,018	165,808
Written off	–	(6,223)	–	–	(6,223)
At 31 March 2019	260,384	144,388	125,140	93,436	623,348
Accumulated depreciation					
At 1 April 2018	147,073	39,437	125,140	15,666	327,316
Depreciation for the year	33,466	27,032	–	16,826	77,324
Written off	–	(6,017)	–	–	(6,017)
At 31 March 2019	180,539	60,452	125,140	32,492	398,623
Net carrying value					
At 31 March 2019	79,845	83,936	–	60,944	224,725

The additions of property, plant and equipment of \$2,787 (2019: \$Nil) were funded by the Community Silver Trust managed by Ministry of Health (Note 10).

The additions of property, plant and equipment of \$23,861 (2019: \$164,255) were funded by the Care And Share Matching Grant managed by Ministry of Social and Family Development (Note 12).

6 Sundry receivables

	2020 \$	2019 \$
Other receivables	33,751	49,332
Prepayments	13,654	15,769
Job support scheme grant receivable	177,264	–
	<u>224,669</u>	<u>65,101</u>

7 Fixed deposits

Fixed deposits are placed with the banks and mature within 11 months (2019: 12 months) after balance sheet date. The fixed deposits bear interest rates ranging from 1.75% to 2.00% (2019: 1.10% to 2.00%) per annum.

8 Deposits - student care

Deposits are paid by each student who attends the student care and are refundable when a student withdraws from the student care.

9 Community Silver Trust grant

Details of Community Silver Trust grant are as follows:

	2020 \$	2019 \$
Balance at beginning of the year	31,242	107,959
Community Silver Trust - Matching Grant receipts	296,908	-
Transfer to Community Silver Trust deferred capital grant (Note 10)	(2,787)	-
Expenditure	(89,858)	(76,717)
Balance at end of the year	<u>235,505</u>	<u>31,242</u>

The following shows the amount of donations received during the year for eligible programme under Community Silver Trust Funding.

	2020 \$	2019 \$
<i>Elderly Services Centre</i>		
Tax deductible donations	267,841	153,734
Non-tax deductible donations	25,891	27,973
	<u>293,732</u>	<u>181,707</u>

The Community Silver Trust is a donation matching grant from the Government aimed at enhancing and expanding the Intermediate and Long-Term Care ("ILTC") services in Singapore.

The Government will provide a matching grant of one dollar for every donation dollar raised by eligible organisations for ILTC services (i.e. 1:1 matching grant).

10 Community Silver Trust deferred capital grant

	2020 \$	2019 \$
<i>Grant - related to assets</i>		
Balance at beginning of the year	7,888	12,777
Transfer from Community Silver Trust grant (Note 9)	2,787	-
Grant amortised during the year	(5,114)	(4,889)
Balance at end of the year	<u>5,561</u>	<u>7,888</u>

The grant was given to fund the purchase of property, plant and equipment for the Elderly Services Centre of the Society. The grant will be amortised over the useful lives of the property, plant and equipment.

11 Care And Share Matching Grant

Details of Care And Share Matching Grant are as follows:

	2020	2019
	\$	\$
Balance at beginning of the year	343,332	927,902
Care And Share Matching Grant receipts	91,957	-
Transfer to Care And Share Matching deferred capital grant (Note 12)	(23,861)	(164,255)
Expenditure	(372,159)	(420,315)
Balance at end of the year	<u>39,269</u>	<u>343,332</u>

The Care And Share Matching Grant is a donation matching grant from the Government aimed at enhancing and expanding the social services sector in Singapore.

The Government will provide a matching grant of 1.25 dollars for every donation dollar for the first million raised and 1 dollar for second million raised, and 0.65 dollar for third million raised by eligible organisation. The Care and Share grant utilisation's deadline was extended to 31 March 2022.

12 Care And Share Matching deferred capital grant

	2020	2019
	\$	\$
<i>Grant - related to assets</i>		
Balance at beginning of the year	213,879	120,916
Transfer from Care And Share Matching Grant (Note 11)	23,861	164,255
Grant amortised during the year	(72,128)	(71,292)
Balance at end of the year	<u>165,612</u>	<u>213,879</u>

The grant was given to fund the purchase of property, plant and equipment for social service sector of the Society. The grant will be amortised over the useful lives of the property, plant and equipment.

13 Financial instruments

a) Categories of financial instruments

Financial instruments as at balance sheet date are as follows:

	2020	2019
	\$	\$
<i>Financial assets</i>		
Financial assets at amortised cost	4,189,609	3,639,747
<i>Financial liabilities</i>		
Financial liabilities at amortised cost	75,208	83,485

b) Financial risk management

The Society's activities expose it to minimal financial risks and overall risk management is determined and carried out by the Management Committee.

Foreign exchange risk

The Society transacts mainly in its functional currency and as such its exposure to foreign exchange risk is minimal.

Credit risk

Credit risk is the risk of loss that may arise on outstanding financial instruments should a counterparty default on its obligations. The Society's exposure to credit risk arises primarily from cash and cash equivalents and other receivables. For financial assets, including cash and cash equivalents, the Society minimises credit risk by dealing exclusively with high credit rating counterparties.

The Society does not have any significant concentration of credit risk exposure. The maximum exposure to credit risk is represented by the carrying value of each class of financial assets recognised on the balance sheet. Credit risk exposure in relation to financial assets at amortised costs as at 31 March 2020 and at 31 March 2019 is insignificant, and accordingly no credit loss allowance is recognised as at 31 March 2020 and at 31 March 2019. There are no financial assets that are past due and/or impaired.

Interest rate risk

Interest rate risk is the risk that the fair value of future cash flows of the Society's financial instruments will fluctuate because of changes in market interest rates.

The Society is not exposed to significant interest rate risk.

Liquidity and cash flow risk

The Management Committee exercises prudent liquidity and cash flow risk management policies and aims at maintaining an adequate level of liquidity and cash flow at all times.

The Society's financial liabilities at the balance sheet date are all due within 1 year after balance sheet date.

13 Financial instruments (cont'd)

c) Fair values of financial instruments

The carrying amounts of the financial assets and liabilities recorded in the financial statements of the Society approximate their fair values due to their relatively short-term maturity.

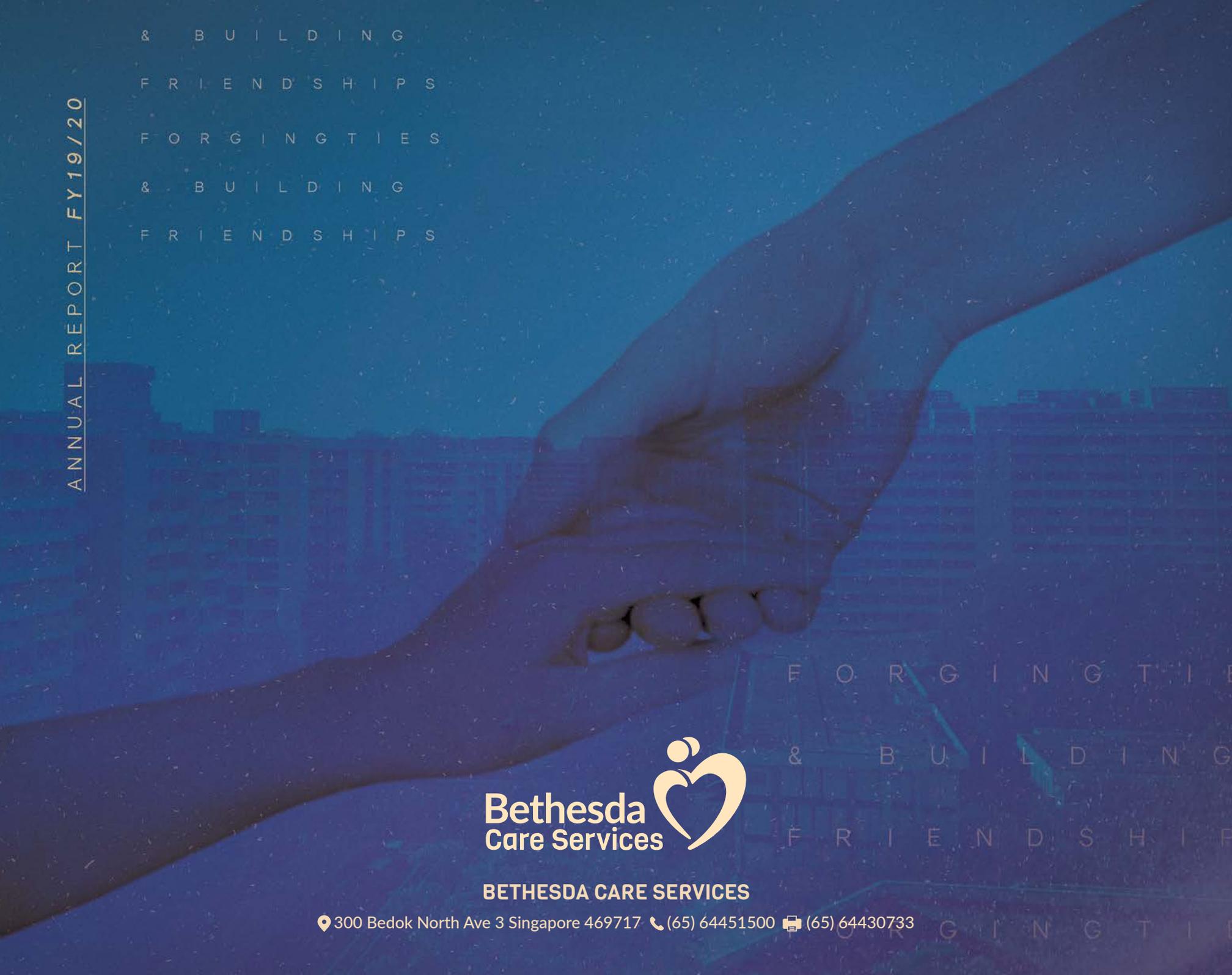
14 Fund management

The Society's objectives when managing its funds are to safeguard and to maintain adequate working capital to continue as going concern and to develop its principal activities over the longer term through significant support in the form of donations, government grants and funding, and program fees. The fund of the Society consists of accumulated fund. No changes were made in the objectives, policies or processes during the financial years ended 31 March 2020 and 31 March 2019.

15 Authorisation of financial statements

The financial statements of the Society for the financial year ended 31 March 2020 were authorised for issue in accordance with a resolution of the Management Committee dated 21 August 2020.

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BETHESDA CARE SERVICES

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