

ANNUAL
REPORT

FY 23-24



AGENTS OF CHANGE



Every day the clock resets.

Your wins don't matter.

Your failures don't matter.

Don't stress on what was,

FIGHT FOR **WHAT COULD BE.**

- Sean Higgins -

A client's dream

A child's future

Strengthened families

Mended relationships

A caring community

Together, we fight for what could be.

TOGETHER WITH YOU, OUR AGENTS OF CHANGE

CHAIRMAN'S MESSAGE

The needs of our community are ever-present and growing in these turbulent times. Amid rising costs of living, a rapidly ageing population, and nationwide mental wellness concerns, Bethesda Care Services remains steadfast in providing quality care for our seniors and families in need. This was accomplished only with the dedicated help and support of our donors, volunteers and partners – our 'Agents of Change'.

Valued Volunteer & Partner Support

This year, we are thankful to see our engagement efforts yielding a [significant increase in the number of volunteers](#) and corporates supporting us. With the collective support of individuals, organisations and group volunteers from churches, our Meals-on-Wheels volunteer base has grown substantially. Numerous collaborative events were also a result of our [strengthened partnerships](#).

Quality Care for Seniors and Families

As Singapore tackles concerns about our ageing population, our Elderly Services focused on helping seniors embrace their golden years with hope and purpose rather than gloom and loneliness. Increased corporate and volunteer support enabled us provide our seniors with [more outings](#). Our youth volunteers also helped clean the homes of eight seniors.

Family Services launched '[Coffee Connect](#)', a new type of parent support group to elevate the emotional well-being of parents. Volunteers facilitators were also critical to the programme's success, anchoring small

group discussions about parenting challenges, work-life balance and self-care tips.

Empowered Youths, Transformed Communities

A key initiative that boosted our volunteer strength was [YouthSpaceCares](#), which activated 896 youths to serve the community. These youths co-led community projects, engaged in service learning, and volunteered with our meals delivery services. Through YouthSpaceCares, we aim to empower these youths as the [next generation of leaders](#) in community giving.

In anticipation of a new integrated hub at ITE College East, exclTE, our youth centre based there, was [rebranded as 'BCS @ College East'](#). Moving forward, the rebranding will help to enhance our BCS presence in ITE College East and among corporate partners.

This year's report celebrates our dedicated change agents. We invite you to be inspired by their stories and quotes while reviewing the impact and achievements of BCS services. We are extremely grateful to all our corporate and community partners who have empowered youths, strengthened families, and fought for a brighter future for all our beneficiaries. Thank you for standing with us and being an essential part of our journey in caring for the community and reaching out to those in need.

DR PENG CHUNG MIEN

Chairman, Bethesda Care Services



OUR MISSION

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

VALUES

Care
Authenticity
Restorative
Empowerment



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

Through our five main service departments, we CARE for individuals and families, prioritizing the needs of the vulnerable in our community.



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 caring for the needs of the frail and aged

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 SPACE where youths belong and realise their true potential

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 empowering families and individuals in adversity to overcome life's challenges

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 providing affordable and quality before-and-after school care services

14 BCS @ COLLEGE EAST
 curated programmes on resiliency and positive values for ITE Youths

Reach Out and Touch Lives



REACH OUT AND TOUCH LIVES

1228 ITE Youths reached through activities, programmes and workshops at BCS @ College East

An average of 171 student engagements per month

249 students participated in Mind our Minds Programme
143 students engaged through collaborative programmes with CCA groups
56 students engaged through Resilience Workshop
165 students engaged through corporate engagement, partnership programmes and events

565 Families and individuals assisted through Family Services

190 families and individuals assisted through Casework and Counselling
205 Bursary Awards Recipients
60 students engaged through Workshops
110 participants at Family Connect events

\$164,907 worth of assistance disbursed
\$69,700 Bursary Awards
\$36,080 MILK Scholarship programme
\$32,795 Assistance to Needy
\$5,763 Food Rations programme
\$18,376 AIWFC
\$2,193 Roxy Funds

756 Seniors served by our Elderly Services

226 seniors on Meals-on-Wheels (MOW)
224 seniors on Medical Escort and Transport (MET)
400 seniors engaged through Active Ageing Programme
**(94 seniors on both MOW and MET)*

\$37,895 worth of assistance disbursed
\$24,968 MOW & MET subsidies
\$12,927 Festive Goodie Bags

106 Children enrolled in Sunshine Club Student Care Centre

3 students with special needs
17 students on MSF Comcare's Student Care Fee Assistance (SCFA)

1307 Youths engaged through YouthSpace events and programmes

An average of 231 youths were engaged by YouthSpace per month
896 youths serving the community through YouthSpaceCares initiatives
79 youths involved in weekly and monthly mentoring initiatives



April '23 - March '24

Total no. of beneficiaries

3,962

Assistance disbursed

\$202,802

Some of these seniors suffer from chronic illnesses. They are often mired with a sense of hopelessness and frustration.

I hope to be able to encourage them and lift them up a little bit.

**I hope to help them feel
*HEARD &
SUPPORTED.***

CHEANG MUN POK
Meals-on-Wheels (MOW) and
Medical Escort & Transport (MET) Volunteer

Full video available at [youtube.com/watch?v=8n7djZW-Eew](https://www.youtube.com/watch?v=8n7djZW-Eew).

**AGENTS OF
CHANGE**

“I started volunteering because I was encouraged by my church friends to do so. I had time on my hand. So I thought, why not do something that can bless others?”

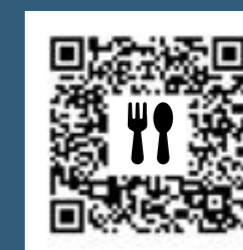
Cheang started volunteering with us in 2021. He helps deliver meals to the frail and homebound seniors once a week, and also accompanies seniors to their medical appointments on ad-hoc basis.

The seniors whom he deliver meals to each week now regard him as a friend. They often ask him for help as many do not have family members to turn to. He helps them with reading letters and occasionally fixing simple things in their homes like changing clock batteries or fixing up their doorbell.

As a Medical Escort & Transport volunteer, Cheang also accompanies seniors to their medical appointments. Each trip takes about 2-3 hours.

“Occasionally, an elderly opens up to me and shares about his family situations, I lend them a listening ear. With this small gesture, I hope to help them feel heard and supported.”

Help send warm meals to the frail and homebound seniors staying in Bedok, Bedok Reservoir, Pasir Ris, Simei and Tampines area.



bit.ly/help-bcs-deliver-meals

No minimum commitment required.
Volunteer as an individual or as a family!

Our booking slots will be updated towards the end of every month. So bookmark this link! Each delivery will take approximately 2.5 hours where you drive or take the assigned bus route.

SERVICE IMPACT FIGURES

756

Seniors cared for and engaged by our services

356

seniors on our MOW and MET services

400

seniors engaged regularly through our Active Ageing Programmes

5762

Average no. of meals delivered per month

Highest record of **6569 meals** delivered in January 2024



142

Average no. of MET trips completed per month

Highest record of **176 trips** completed in July 2023



226

seniors on our Meals-on-Wheels delivery service



224

seniors on our Medical Escort and Transport service

94 seniors on both MOW & MET
Total no. of new referrals: 61



\$24,968

worth of BCS subsidies given out to help seniors on our MOW & MET services



\$12,927

worth of festive packs containing food & household items distributed

Our Elderly Services lavishes CARE on our seniors to help them embrace their golden years as a time of hope and purpose as opposed to gloom and loneliness.

In FY23/24, we increased our efforts in engaging partners and individuals as we work towards building a network of support for sustainable help unto our beneficiaries.

Many like-minded organisations joined hands with us in being agents of change, helping to fill our seniors' lives with joy. Our seniors enjoyed more outings as compared to the previous year, and our youth volunteers helped to clean up 8 houses.

Our Meals-on-Wheels volunteer base grew significantly due to an increase in number of volunteers from churches, corporates and also youth volunteers from ITE.

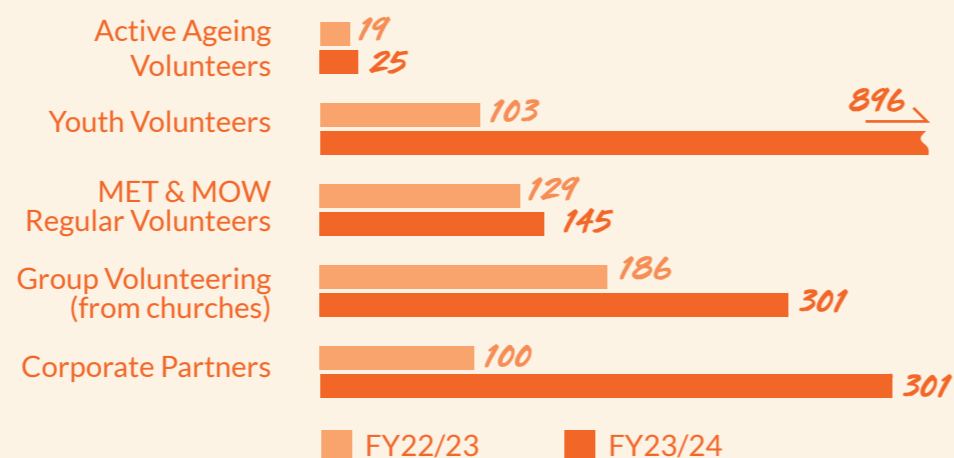


Exponential Volunteer Growth

Our Meals-on-Wheels volunteer base has grown significantly due to an increase in number of volunteers from churches, corporates and also youth volunteers from ITE.

Under the YouthSpaceCares initiative, 896 youth volunteers have contributed to our MOW services and completed several rounds of house cleaning for our seniors.

This FY, we have also implemented an online volunteer booking system where potential volunteers can select volunteer slots according to their own availability, thus making it easier for individuals to volunteer with us.



Lavishing CARE on our Seniors

8 senior homes were 'revamped'



The enthusiastic support of our volunteers and partners, have enabled us to lavish CARE on our seniors. 8 senior homes were 'revamped' and we co-organised 7 outings for a total of 276 seniors.

7 senior homes underwent house cleaning by the ITECE Primers youths as part of their service learning experience with BCS @ College East. Our YouthSpaceCares team also led a group of 5 youths in a major house cleaning and painting project for another elderly home.



Active Ageing Highlights

With the support of a core group of volunteers, we conduct weekly activities for seniors. Our programmes target body, mind and spirit, to encourage our seniors to embrace these golden years as a time of hope and purpose.

This FY, we have added 2 new programmes – a weekly Ethereal Drum Class, and a monthly Art & Craft session - to cater to the diverse needs of our seniors. An additional session of seated resistance band exercise was also added at the start of 2024 due to an overwhelming demand for this workout tailored for seniors with weaker mobility.

Overall, we see a decrease in number of seniors engaged as CGH health talks have ceased. Our online participants for our monthly Healthy Baking or Nutritional Soups talks also dwindled. The seniors prefer on-site engagements.

Weekly Active Ageing Programmes

- Low Impact Aerobics
- Zumba Gold
- Line Dance
- Resistance Band Workout
- FunDance
- Rummy-O
- Ethereal Drum Classes *New*
- Karaoke
- Conversational English

Monthly Programmes

400

seniors engaged regularly through our Active Ageing Programmes



Making music with steel tongue drums

bethesdacare Every day is a chance to learn something new! At BCS, we conduct weekly activities for seniors as part of our Active Ageing Programme. Through these activities we enrich their golden years and help them stay physically and socially active.



Corporate Partnerships

Celebrating Our Collective Impact

Sustainable help lies in building a community that cares and forming a network of support for one another. This year we rejoice that many like-minded organisations have joined hands with us in being agents of change, helping to fill up our seniors' lives with joy.



“The experience helped the kids understand that not everyone has easy access to food.”

BBTK Parent who participated in Start Small, Dream Big

J.P. MORGAN MONTHLY VOLUNTEER SUPPORT

April 2023 - March 24

We are privileged to welcome J.P. Morgan as a dedicated volunteer team that has been contributing significantly to our Meals-on-Wheels (MOW) services throughout the year. Under their employee engagement and volunteer initiative, Good Works, we received volunteer support from 226 staff.

START SMALL, DREAM BIG

Bethesda (Bedok-Tampines) Kindergarten
23 September 2023

This is the second year that BBTK has conducted their 'Start Small, Dream Big' with us. 5 teachers, 32 parents and children joined us for meals delivery on 23 September 2023.



LPA TALK BY RAJAH & TANN ASIA

30 November 2023

We were privileged to have Shawn from Rajah & Tann Asia (R&T) conduct an insightful talk about Lasting Power of Attorney (LPA) for over 100 participants - a mix of BCS beneficiaries, seniors and families who benefit from our programmes and services, as well as others from the community. Co-organised by BCS, Citibank and R&T, the talk encouraged everyone, regardless of income or background, to take proactive steps toward securing their future. The talk closed with a Q&A session which helped many understand the full applications of LPA.

Events 2023

20 APR  *J.P. Morgan began volunteering with MOW*

10 JUN  *House Cleaning & Painting by YouthSpaceCares*

21 JUL  *House Cleaning by Boys' Brigade ITECE Primers*

Outing to Garden by the Bay BBTK Group Volunteers 29 JUL

16 SEP *Outing to Garden by the Bay by YouthSpaceCares ITE CE Student Council*

Outing to Changi Jewel BBTK Volunteers and ITECE Primers 22 SEP

23 SEP  *Start Small Dream Big BBTK meals delivery*



 13 OCT *House Cleaning by Boys' Brigade ITECE Primers*

Outing to Marina Bay Sands BBTK Group Volunteers 28 OCT



13 NOV *100 seniors attended the Flamenco Dance Performance*

30 NOV *LPA Talk by Rajah & Tann Asia Co-organised by BCS, Citibank and R&T*



GLO COMMUNITY BLESSING PROJECT

Fundraising, Lunch Event, Gift Sponsorship
November and December 2023



93 seniors and caregivers attended the Christmas lunch event on 9 December. GLO organised performances and games on top of sponsoring the meal. *Click here for full write-up under Fundraisers*

CIC GOODIE BAG DISTRIBUTION

2 December 2023

BCS is grateful to Crédit Industriel et Commercial for their steadfast support towards our bursary awards programme and their active engagement in meaningful corporate social responsibility initiatives. Their enthusiastic participation in community-driven projects, such as the dragon boat activity with youths and the goodie bag blessing campaign for elderly beneficiaries, reflects their genuine desire to make a difference in people's lives. They helped wrap and distribute 50 goodie bags to our seniors on 2 December 2023.

NATIONAL ORCHID GARDEN OUTING WITH MICRON

14 & 19 December 2023

December 2023 marked our very first partnership with Micron. A total of 57 staff volunteers from Micron accompanied around 40 seniors for the walk around the National Orchid Gardens at Botanic Gardens. Both staff and seniors enjoyed the splendid array of orchids, rounds of charades and Christmas sing-along. The event was a success and participants were full of radiant smiles.



CNY CELEBRATION WITH J.P. MORGAN

19 January 2023

20 J.P. Morgan apprentices planned a special Chinese New Year event for 21 seniors. The celebration was marked by a series of engaging activities, including bingo, crafting of figure "8" lanterns, the traditional Lo Hei, and singing Chinese New Year songs. The programme's conclusion was bittersweet, evidenced by the seniors' reluctance to part ways with their volunteer companions, leading to many heartfelt exchanges, hugs, and memorable selfies.

HANDMADE CNY CARDS FOR THE HOMEBOUND SENIORS

February 2024

This Chinese New Year, 220 students from Changkat Primary School poured lots of love into making handmade cards for our homebound seniors. The cards were distributed during our regular meals delivery service and our seniors were delighted by the children's drawings and greetings.



GLO Christmas Lunch for Seniors 9 DEC

AIWFC & GLO Gift Wrapping & Delivery BBTC Group Volunteers 16 DEC



2024

J.P. Morgan Apprentices CNY event with AA Seniors 19 JAN



2 DEC  Crédit Industriel et Commercial Goodie Bag Sponsorship & Distribution



14 DEC Outing to National Orchid Garden with Micron
+
19 DEC



5 FEB Handmade CNY Cards from Changkat Primary



8 MAR    House Cleaning by Boys' Brigade ITCE Primers

It was really important that we **GIVE BACK** to the community.

The annual events with BCS have become a type of staff gathering and bonding day for us. It impacts not just the community families we sponsor, but also builds up our company culture and values.



WELLINGTON FOO
Managing Director
Mitra Famosa International
BCS Corporate Partner & Sponsor

“Despite the Covid-19 period, the Lord has blessed our business, so I felt that it was really important that we give back to the community.”

In 2021, Wellington approached us with an interest in helping the less privileged in our community. That year, we began our partnership with Mitra Famosa Logistic International, and since then, they have become our regular partner supporting our community events.

Together with our social workers, the staff from Mitra Famosa help plan these Family Connect events with the aim of nurturing families and strengthening community bonds. The events range from care packs distribution to sponsored outings and luncheons packed with activities to encourage parent and child as well as neighbourly interactions.

Partner us. Join us in caring for the community and empowering those in-need.



bethesdacare.sg/corporate-partnerships

AGENTS OF **CHANGE**

Impact lives and bring joy to our beneficiaries and their families. Help care for children, youths, seniors and families in need.

SERVICE IMPACT FIGURES

FAMILY

565
families and
individuals assisted

190
families & individuals
assisted through
Casework and
Counselling

60
students engaged
through Lifeskills
Workshops

205
Bursary
Award
recipients

110
participants at
Family Connect
events

\$164,907
assistance disbursed

This FY23/24, in line with nationwide efforts to promote mental wellness, Family Services focused on elevating the emotional well-being of parents through a new initiative – Coffee Connect. Through facilitated discussions about parenting challenges, work-life balance and self-care tips, the programme supports the psychological health of parents with young children.

Apart from this new initiative, Family Services continues to strengthen and nurture families through events tailored for disadvantaged families, life skills and resilience workshops for children and through our Welfare, Casework and Counselling services.



Coffee Connect

Happy Parents, Happy Kids
27 May & 30 September 2023

51 participants **New Initiative**

Anchored by our social workers and supported by a group of dedicated volunteers, Coffee Connect provides parents with a space to unwind and learn about self-care while their children are engaged in a concurrent children's programme. The feedback from all 20 parent-participants was positive. They found the sessions relaxing and enjoyed the interactions with other parents.



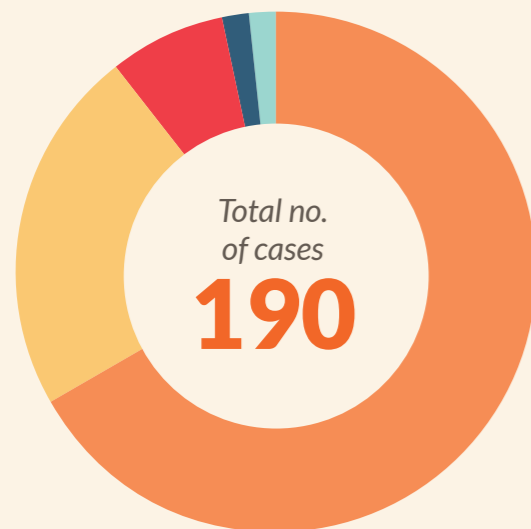
Top image:
Parents sharing their challenges with one another at Coffee Connect



Left image:
27 May '23 | Balloon Sculpting Programme for children



Right image:
30 September '23 | Bread Cupcake Baking session for children



Counselling Case Types [%]

Financial Assistance	127 cases 67%
Emotional	43 cases 23%
Family & Marital	14 cases 7%
Behavioral	3 cases 1.5%
Others	3 cases 1.5%

Total 190 cases

Casework and Counselling

Bring healing and comfort to those in need

We see a slight increase in the total number of casework and counselling clients from 185 cases in FY2223 to 190 cases this FY. This increase stems from an influx in the number of beneficiaries coming to us for financial assistance.

Welfare Services

\$164,907
Assistance Disbursed
[BENEFICIARIES]



ROXY FUND

\$2,193
[6 FAMILIES]



MONTHLY FOOD RATION

\$5,763
[32 FAMILIES]



ASSISTANCE TO NEEDY

\$32,795
[55 FAMILIES & INDIVIDUALS]



M.I.L.K. SCHOLARSHIP

\$36,080
[59 STUDENTS]
*57 students from ITE



AIWFC

\$18,376
[50 FAMILIES]



BCS BURSARY AWARDS

\$69,700
[205 RECIPIENTS]

Bursary Awards 2023

Recognising achievements,
encouraging resilience

205 recipients

November 10, marked our 23rd Bursary Award Ceremony. We were honoured to have Ms Jessica Tan, Member of Parliament, East Coast GRC, join us for the ceremony and help disburse the awards to the Primary school students.

A total of **\$69,700** was awarded to **205** students, comprising a mix of Primary, Secondary and ITE College students. Our deepest gratitude goes to our donors, Phillips 66 International Trading Pte Ltd, Crédit Industriel et Commercial and Hapag Lloyd for their generous donations. Through these bursaries, we support community families-in-need and encourage students who have shown resilience and effort in their studies despite their challenges.



Family Connect

Nurturing families,
strengthening communities

59 participants

Our Family Connect events provide underprivileged families with the opportunity to enjoy quality family time together, thus strengthening the family unit and bonds.

BBQ AT PASIR RIS PARK

16 September 2023

Organised in collaboration with BBTC volunteers, the outing to Pasir Ris Park saw a total of 29 participants, comprising of 17 children and 12 adults. It was an exciting time of family-bonding games, scrumptious BBQ spread, and fireworks sparklers for the children. We also celebrated parents and children whose birthdays fell in that month with a birthday cake and song. The day ended with each family receiving an exclusive gift hamper specially curated by the volunteers.



MITRA'S CHRISTMAS EVENT WITH LOW-INCOME FAMILIES

9 December 2023

Corporate Partnership

Our corporate partner, Mitra Famosa International, sponsored a special Christmas event for 30 individuals from low-income families. The staff of Mitra put up a repertoire of entertainment such as games activities, magic show and drama performances for the families to experience festive joy. Everyone enjoyed the sumptuous buffet lunch and families were delighted by the gifts and prizes they had won.



Life Skills Workshops

Positive values, interpersonal skills,
and an overcomers' mindset

60 student participants

Our workshops integrate hands-on activities with experiential role play segments to help children internalise values and life skills.

MIGHTY MINDS

May & November 2023, 8 sessions

This is our 3rd year running our Mighty Minds workshop which encourages children to cultivate a growth mindset as well as a positive self-image to enhance their mental resilience in the face of daily stressors. Our social workers conducted two rounds of workshops, reaching a total of 37 students.

BODY SAFETY

6 September 2023

Through role-playing examples and scenarios, students were taught how to draw personal boundaries with the people around them and the importance of protecting their own bodies.

SPARKLES

July & August 2023, 3 sessions

New Initiative

This workshop was designed after observing the need to help children address anger management issues. The one-hour workshops were facilitated by 2 social workers and children learnt ways to cope better with their big emotion through interesting modes of teaching which include puppetry, role plays, as well as tools and worksheets to reinforce the learning.

Even a month after the workshops, Sunshine Club teachers observed that the children who attended the workshop continued to show improvement in emotional regulation. The children enjoyed the sessions and continue to apply the skills daily.



I feel like the youths nowadays
STRESS over studies and work.

I notice a lot of people being
DISCONNECTED in their
social life.

So, I feel that bringing them to BCS
will let them explore more about
leadership, community service and
they won't feel like they are alone.

Sheryl Yap
ITE Graduate
BCS @ College East

"I used to be very anti-social. I was unwilling to talk to people and take the initiative to explore new things. After joining the BCS @ College East activities, I got to know the volunteers and staff, and started trying out more activities."

Sheryl graduated from ITE College East in 2023, but still returns frequently to help out with outdoor activities and community work.

She shared that these activities helped her gain confidence and learn to speak up for herself. She has learnt to say 'no' to things like unreasonable work requests and not to be too hard on herself.

Donate today to help support our programmes and services. Reach out and touch lives.



bethesdacare.sg/donate

AGENTS OF
CHANGE

SERVICE IMPACT FIGURES

1228

ITE Youths engaged through our activities and workshops

171

av. no. of student engagements per month

56

students engaged through Resilience Workshop

249

students participated in Mind our Minds Programme

143

students engaged through collaborative programmes with CCA groups

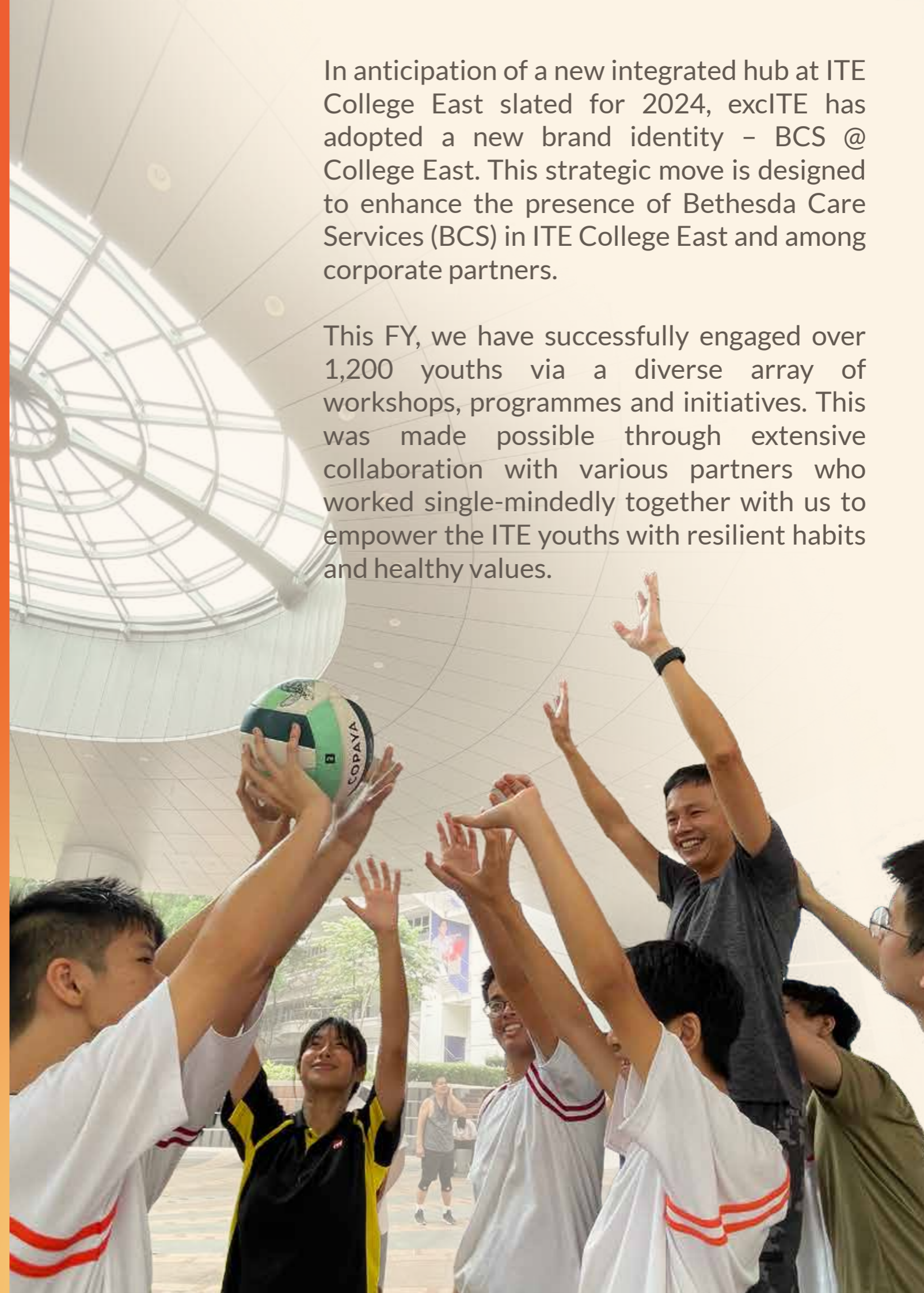
165

students engaged through corporate engagement, partnership programmes and events

BCS @ COLLEGE EAST

In anticipation of a new integrated hub at ITE College East slated for 2024, excITE has adopted a new brand identity - BCS @ College East. This strategic move is designed to enhance the presence of Bethesda Care Services (BCS) in ITE College East and among corporate partners.

This FY, we have successfully engaged over 1,200 youths via a diverse array of workshops, programmes and initiatives. This was made possible through extensive collaboration with various partners who worked single-mindedly together with us to empower the ITE youths with resilient habits and healthy values.



A NEW IDENTITY BCS @ College East

We partner with all stakeholders in ITE College East to inspire and develop youths in ITE College East through our 3-fold focus to **Build, Connect and Serve**.

We **build** core competencies within the ITE youths in the areas of socio-emotional and life skills development.

We **connect** ITE youths with various partners to provide the youths with developmental resources, positive mentoring, and peer relationships.

We create service learning opportunities for students to harness their talents and youthful energy to **serve** the community as well as their peers.



Skills and Development Workshops

These workshops focus on equipping students with the necessary social-emotional skills to navigate whatever challenges they might face with resilience and positivity.

305 student participants

MIND OUR MINDS
Youth-focused Mental Wellness Workshop
February to November 2023, 10 sessions

New Initiative

Conducted in collaboration with Character Leadership Academy (CLA), participants learnt about the various aspects of mental well-being, including stress management, mindfulness techniques, and self-care strategies.

BCS @ College East also participated in World Mental Health Day organised by ITE College East. Our booth aimed to create awareness and teach students how to relieve stress through simple street dance.

Through this workshop series, more than 150 youths gained valuable insights and practical tools to managing their mental health.

YFC Project

#DoAGoodDeed Fundraiser by Team DEED
June to August 2023

3 ITE College East student councillors, Dylan, Ethan and Ee Leong, spearheaded this year's YMCA Youth for Causes project. The campaign themed #DoAGoodDeed showcased the works of BCS @ College East and helped raised **\$8,109.50*** for our programmes.

The students filmed and created their own video showcasing real stories of youth transformation. In addition to their online Giving.sg campaign, the team recruited more like-minded peers to participate in our annual BCS awareness week booth, engaging with the community and spreading awareness about their cause.

**The amount reflected here is before the EFR dollar-matching figures have been applied and excludes the \$1,200 seed funding from YMCA.*



RESILIENCE WORKSHOP
Fostering a Growth Mindset
4 sessions

Our resilience workshop sessions are held every quarter with the purpose of fostering a growth and overcomers' mindset in participating youths. We had a total of 56 student participants this year. Topics include effective communication, building grit and resilience. Following each session, receptive students joined us for small group mentoring sessions which helped provide the youths with further support.

Corporate Social Responsibility (CSR) Programmes

165 student participants

Through corporate partnerships, we seek to create real-world opportunities for students to impact the local community meaningfully.



PROGRAMMES WITH HAPAG LLOYD 31 May, 31 August, 30 November 2023

This FY, a series of 3 events were co-organised together with Hapag-Lloyd in line with the company's commitment to sustainability and community engagement. The ITE youth participants were from the International Logistics course and these events provided them with networking opportunities with the Hapag-Lloyd staff which helped them to form a better understanding of the industry and career paths they had ahead of them.

The events consisted of a dragon boat activity, a maritime trail walk and a plastic up-cycling workshop. More than 120 students were engaged through these outings, both the Hapag Lloyd staff and ITE students enjoyed their time together.

“There are a lot of misconceptions about youth today, especially Gen Z. I got to interact with youth of such high caliber, commitment and a sense of responsibility, dismaying the general opinion.”

Phillips 66 Volunteer
Kayak & Klean | 7 October 2023

CREDIT SUISSE-ITE MENTORING PROGRAMME

July & August 2023, 3 sessions

This year marks our final run of a decade long partnership programme with Credit Suisse. Each year, we witnessed the participation of approximately 60-70 students and Credit Suisse staff who generously shared their time, expertise, and life experiences with our youths. Their unwavering support has transformed numerous lives over the last decade.

As we celebrate a decade of collaboration, we extend our deepest gratitude to Credit Suisse staffs for their unwavering commitment to empowering the next generation, teaching them about grit and resilience.

Thank you for ten incredible years of partnership, mentorship, and friendship.



One of our iconic events for this programme includes the visit to Kranji War Memorial which aims to impart valuable life lessons such as carpe diem, or seizing the day.

Group photo at our last Credit Suisse-ITE Mentoring session on 4 August 2023.

KAYAK & KLEAN WITH PHILLIPS 66 7 October 2023

Phillips 66 has been a longstanding partner of BCS, supporting us with their generous donation towards our bursary awards and active participation through CSR collaboration projects.

In 2023, we co-organized a Kayak and Klean event, which saw the participation of 14 ITE students and 14 staff from Phillips 66. It was a morning well spent, cleaning up the marina, learning about conservation efforts, and interacting with each other.

We look forward to partnering with Phillips 66 in the coming years to continue to bless the community around us.



If I didn't know this place existed, I'd probably be quite lonely. I don't have many friends in school.

As a YS Committe member, I help to make YouthSpace a welcoming space for new youths. After all, this is a *SAFE SPACE* for all types of youths.

Ethan Chee
Secondary 4 Youth
YouthSpace Committee Member

When Ethan's social worker first introduced him to YouthSpace (YS), he was averse to the idea of interacting with other youths. What Ethan did have, though, was an avid interest in Anime culture.

He finally agreed to join a YouthSpace outing to Anime Festival Asia in 2022. From then on, Ethan became a regular at our YouthSpace drop-in centre.

Today, Ethan is one of the our five YS Committee member who works together with our staff to help manage the drop-in centre. Other than helping to setup the room, games and activities corner for fellow youths, he helps look out for and welcome new youths.

"I feel like schools should be more understanding. I hope that it can be less about grades, but rather about the journey a student or individual takes."

"I also hope that YouthSpace can get more support so that we can setup more events and outings to make it a better and more welcoming space for new youths. So that they can feel safe here."

Donate today to help support our programmes and services. Reach out and touch lives.



bethesdacare.sg/donate

AGENTS OF CHANGE

YOUTHSPACE

SERVICE IMPACT FIGURES

1307

Youths engaged through our events and programmes

231

av. no. of youth engagements per month

24

youth programmes implemented

79

youths involved in weekly and monthly mentoring initiatives

95

volunteer opportunities curated

896

youths serving the community through YouthSpaceCares

At times, progress requires a moment of reflection. In FY23/24, YouthSpace prioritised consolidation and development. After the expansion in 2022, it was crucial to refine our efforts for greater effectiveness and efficiency in resource utilisation. This year, we fully embraced youth volunteerism initiatives and deepened collaborations with ITE College East through **YouthSpaceCares**, resulting in a significant transformative impact by empowering youths to contribute to their communities.

Moreover, we remain committed to our ambitious and adaptable approach to meet the diverse needs of our youths. To this end, we initiated new mentoring programmes focusing on career guidance in the freelance industry and tripled our efforts in the BreakingSpace mentoring programme.



Mentoring Programme

**“A Glimpse into the Life of...”
Freelance Dance and Videography Industry
June to September 2023**

YouthSpace introduced a new mentoring programme aimed at graduating students interested in pursuing unique careers in the dance and videography freelance industries. In collaboration with the National Youth Council, we launched a pilot run of this programme to provide youths with opportunities to explore and enter the dance and videography freelance industry. Over the span of 12 sessions, mentees shadowed their mentors during actual shoots and dance classes, learned about key industry players, and received guidance on creating dance lesson plans and video productions.



“This 12-weeks mentorship has benefited me in aspects I never expect to learn more about. Other than learning more about videography and how to build my own freelance business; I've managed to experience what it's like to be on a gig and experiment with a variety of equipments and cameras. Overall, I'm very grateful to be part of this mentorship.”

“Richard gave me a lot of hands on experience on how to handle a light equipment, conduct dance photoshoots, issue invoices and so much more!”

Izzy, Graduating Student from ITE College East
Freelance Industry Mentoring Programme
“A Glimpse into the Life of a Videographer”

YouthSpace Exco Retreat

December 2023

“For Youths, By Youths” : We are empowering our youths to take more ownership alongside us in planning and impacting the community. In June 2023, YouthSpace established its very first youth committee to co-oversee the planning and supervision of Drop-In Operations and its events. In December 2023, we held our inaugural planning retreat with the youth committee to discuss and review the direction of the drop-in centre and its initiatives.



Firestarter

**YouthSpaceCares ITE Volunteer
Appreciation Night | 21 March 2024**

YouthSpace proudly hosted its inaugural volunteer appreciation night, a heart-warming event dedicated to recognizing the outstanding contributions of ITE CE students and their clubs who selflessly volunteered with YouthSpaceCares throughout the entirety of 2023.

The evening was filled with heartfelt expressions of gratitude, heartfelt speeches, and memorable moments shared among students, staff, and volunteers. As attendees reminisced about their past experiences and celebrated their collective achievements, the event served as a catalyst for reigniting the flames of passion for volunteering and fostering a sense of camaraderie and excitement for the promising initiatives and endeavours planned for the year ahead in 2024.

“I have at times, felt that my life has no meaning. Volunteering reminds me that my life has meaning.”

Because even if I am nothing or I have nothing, it can mean something to someone.”

Ghassan Arriola, 24
ITE College East student | Rotaract Club President
YouthSpaceCares volunteer, Firestarter sharing



Being a volunteer, I think it is very important for me to **UNDERSTAND** each child as they are.

Sometimes children may have situations in their families or even in school. They may simply need a listening ear.

Anne Joseph
Volunteer Tutor
Sunshine Club Student Care Centre

AGENTS OF
CHANGE

Anne is a regular volunteer at our Sunshine Club Student Care Centre. She provides academic help for small groups or individual students who need help in the English language. In particular, there are two boys whom she has been tutoring for the past 2 years. Helping them with their English language has helped the boys make significant progress in all their school subjects.

The boys' parents were really grateful to Sunshine Club and Anne for their dedicated efforts. Both families were invited to volunteer-initiated parent-child bonding and festive events. Through these events, the families get to form broader social network and community support.

"I believe that every individual has a calling and a destiny. And in order to volunteer, we need a passion - a passion towards the youth or children. With this passion, we are able to go and be a blessing to them."

Join us today as a volunteer!
Be an agent of change and help touch lives.



bethesdacare.sg/volunteer

Help deliver meals, befriend or conduct workshops for children, youths or seniors. Touch the lives of the needy in Singapore.

SUNSHINE CLUB

SERVICE IMPACT FIGURES

106

Students enrolled
in Sunshine Club

3

special needs
students

17

students on MSF
Comcare's Student
Care Fee Assistance
(SCFA)

In FY23/24, we saw an average enrolment of 106 students with 3 students with special needs and 17 students on MSF Comcare's Student Care Fee Assistance (SCFA). "Obedience" and "Patience" were the two central character themes for the year. We also organised a Parent-Child Bonding event to help strengthen family bonds and create opportunities for families to get to know each other through fun and games.

Our small team of dedicated volunteers remain our key agents on whom we rely on to help ensure that no child gets left behind. These volunteers help provide small group and 1-to-1 academic help for the children who needed more academic support.



Parent-child Bonding

KITE FLYING AT MARINA BARRAGE

14 October 2023

8 families took part in this parents-child bonding event. The event kicked off in our centre with parents and students working together to decorate their kites. During the activity, our staff got to know each family better and parents also got to meet their children's friends and fellow parents.

After travelling to Marina Barrage for lunch, it was time to fly kites! It was heart-warming to see parents encouraging their children and helping them to launch their kites. We received positive feedback from parents that they enjoyed the quality time with their children.



The Year Ahead

After much careful consideration, Sunshine Club is slated to increase our enrolment fees from \$290/month to \$320/month from January 2025 onwards. That said, we remain committed to ensuring this safe and nurturing environment is accessible to children from all backgrounds. Our fees remain the lowest among all community-based SCCs within our 2km radius. Our last fee adjustment was implemented in 2018.



'Patience'

CHARACTER-BUILDING THEME

December 2023

The character-building theme "Patience" took on many creative forms during the December holiday. The children were taught various memory verses such as - 'I will wait for my turn', 'I will accept what cannot be changed' and 'I will keep trying until I succeed'. These verses were reiterated during team games, craft work and even movie reviews. It was a fulfilling journey, witnessing our students grow and develop these characters not just in our centre, and but at their homes.



FUNDRAISERS

A total of **\$749,727.10** was raised through combined fundraising efforts.

We give thanks for the generous support of **Flamenco Sin Fronteras**, BBTC's **GLO ministry**, as well as the **Youth For Causes (YFC) ITE student** team who helped us raise funds under the #DoAGoodDeed campaign. Our own BCS annual fundraisers were themed 'Be the Change' and 'AIWFC', which stands for All I Want For Christmas.

BE THE CHANGE 

\$363,871

July - December '23

#DOAGOODDEED 

\$8,109.50

June - August '23

FLAMENCO LIVE 

\$46,866.60

October - November '23

GLO FUNDRAISING 

\$14,878

November - December '23

ALL I WANT FOR CHRISTMAS 

\$316,002

September '23 - March '24



Be the Change

1 July to 31 December 2023

Be the change you wish to see in this world. Help support those in need and form a caring community together.

This year's BCS Awareness Week was themed 'Be the Change'. On 19 & 20 August, 3 video testimonials from the perspective of our youths, volunteers and corporate partners were featured during Bethesda (Bedok-Tampines) Church's services. Our Vice Chairman, Mr Lok Vi Ming, delivered the sermon's message.

'Be the Change' was also our very first return to physical volunteer recruitment and sponsorship booths since 2020. The campaign raised **\$363,871**.



AllIWantForChristmas

18 September 2023 to 22 March 2024

This is our 4th year conducting our year-end fundraiser - AllIWantForChristmas (AIWFC). AIWFC is about making Christmas others-centred and not me or we-centred. The campaign focuses on raising awareness about the practical household needs of low-income families, homebound seniors and other individuals.

DoAGoodDeed

June to August 2023

3 ITE College East student councillors, Dylan, Ethan and Ee Leong, spearheaded this year's YMCA Youth for Causes project. The campaign themed #DoAGoodDeed showcased the works of BCS @ College East and helped raised **\$8,109.50*** for our programmes.

The students filmed and created their own video showcasing real stories of youth transformation. In addition to their online Giving.sg campaign, the team recruited more like-minded peers to participate in our annual BCS awareness week booth, engaging with the community and spreading awareness about their cause.

*The amount reflected here is before the EFR dollar-matching figures have been applied and excludes the \$1,200 seed funding from YMCA.

This year, over the course of 2 weekends, our BBTC donors and sponsors adopted over 80 beneficiary wishes which resulted in over \$17,000 worth of household items being distributed to our beneficiaries under this campaign.

It was a delight to receive the cards made by our donors' children. The handmade cards and scribbles of Christmas greetings were distributed together with the presents. We were also extremely thankful to receive the support of volunteer groups from the church who offered to help with wrapping and distributing the presents. In total, the campaign raised **\$316,002**.



“ This gift holds special meaning for me as it has helped me sooo much. Thank you. I feel incredibly fortunate. ”

This 17-year old AIWFC beneficiary studies and works part-time to help support his dad and 3 siblings. He was given \$100 worth of NTUC vouchers under this year's AIWFC wish adoption campaign.



Our very first fundraising concert for the decade, conducted in collaboration with Flamenco Sin Fronteras.



Much thanks goes to Zi Yang and his son who were our amazing emcees for the concert.

Flamenco Live

October 2023 to November 2024

13 November marked our very first fundraising concert for the decade. Huge thanks goes to Flamenco Sin Fronteras (FSF) for the amazing performance and this collaboration.

We would also like to extend our heartfelt thanks and appreciation to the following group of people: Monica, our BCS Management Committee member, for inspiring this extraordinary collaboration between Flamenco Sin Fronteras and BCS to happen, and her family for leading the concert as emcees; Antonio, Daphne and Tilly from FSF for directing the entire group to put up soulful and upbeat performances! The youth dancers from EastSquad and K-East were also very impressive. Their energetic performances added a touch of youthful spirit to the concert. Last but not least, we give thanks for the volunteer ushers and photographers for their invaluable time and effort.

The sales of concert ticket raised \$5,929.60 and another \$1,735 was raised through the sales of hair accessories and scarfs at our ticketing booth over the course of 3 weekends. In addition to these figures, we received \$39,202 worth of donations in support of Flamenco Live, bringing the total amount of funds raised to **\$46,866.60**.



Our warmest appreciation goes to our volunteer photographers J.D. Lee and William Chan as well.

GLO Community Blessing

November to December 2024

Separately, we give thanks to a very special group of people, the BBTC GLO Ministry.

On 25 November, GLO, the special needs ministry from Bethesda (Bedok-Tampines) Church performed Christmas carols to fundraise for their year-end community blessing project. The money raised was used to purchase gifts and a Christmas lunch for our seniors.

The Christmas lunch celebration itself fell on 9 December. GLO organised performances and games. The afternoon was filled with love, laughter and delicious meals.

A week later, the volunteers also tirelessly delivered the gifts to approximately 200 frail and homebound seniors on our Meals-on-Wheels services. The seniors received gel cushions and walking stick umbrellas.

In total, **\$14,878*** was raised under the ESDGLO community blessing project. These funds go to our Elderly Services department, enabling us to further our care for the frail and aged seniors.

**Amount not inclusive of Community Silver Trust matching.*



PARTNERS

CSR Events & Partnerships >

Celebrating Our Collective Impact

Sustainable help lies in building a community that cares and forming a network of support for one another.

This year, with increased efforts in engaging partners and individuals we rejoice that many like-minded organisations have joined hands with us in being agents of change; together we care for and empower our beneficiaries.

2023

J.P. Morgan Monthly Volunteer Support
April 2023 - March 2024



Credit Suisse-ITE Mentoring Programme
July & August 2023



Dragon Boat with Hapag Lloyd
31 May 2023



Maritime Trail Walk with Hapag Lloyd
31 August 2023



TOGETHER WE FIGHT FOR WHAT COULD BE.

Start Small, Dream Big
Bethesda (Bedok-Tampines) Kindergarten
23 September 2023



Plastic Up-cycling Workshop
with Hapag Lloyd
30 November 2023



GLO Community Blessing Project
November and December 2023



Crédit Industriel et Commercial
Goodie Bag Distribution
2 December 2023



CNY Celebration with
J.P. Morgan
19 January 2024



2024

End of FY |

Kayak & Klean
with Phillips 66
7 October 2023



LPA Talk by Rajah & Tann Asia
30 November 2023



National Orchid Garden Outing
with Micron
14 & 19 December 2023



Mitra Famosa's Christmas Event
with Low-income Families
9 December 2023



Handmade CNY cards
for the Homebound Seniors
by Changkat Primary
February 2024



VOLUNTEERS

We received help from

1,854

volunteers

Honouring Our Changemakers

Our volunteers are the heart and soul of our mission, embodying the true essence of 'Agents of Change', they reach out and touch lives. Their collective impact not only transforms the lives of our beneficiaries, but also inspires hope and resilience in the East community that we serve.

This year, we saw an increase in group volunteers from churches, youth volunteers as well as corporate partners.

Journey with BCS

Partners' Appreciation Night 2024, 7 March 2024

The travel-themed night was filled with laughter, games and photo-worthy moments. Our BCS staff provided 'first-class' service, serving 'in-flight' snacks and drinks. After dinner, guests made personalised Sea Salt Scrubs and enjoyed a performance by our seniors from the FunDance Active Ageing programme.

We were honored to have Ms. Cheryl Chan, Member of Parliament for East Coast GRC, and our chairman, Dr. Peng Chung Mien, who shared heartwarming words.

We give thanks for every donor, partner and volunteer's journey with BCS over the years. PAN 2024 came to an end all too soon, but the journey together continues.



397



Corporate Volunteers

*369 individuals were corporate volunteers who helped our Elderly Services deliver meals, distribute gifts or bring our seniors on outings

338



Group Volunteers

*301 individuals were group volunteers who helped our Elderly Services deliver meals, or organise outings for our frail and aged seniors

1,119



Individual Volunteers

*896 individuals were youth volunteers activated by our YouthSpaceCares initiative. They helped to deliver meals, clean up homes and completed service learning projects.

Help CARE for the *community*

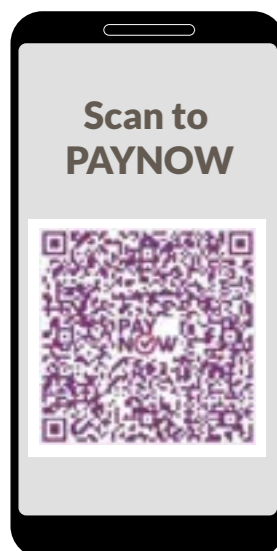
Donate to our charity and help provide meals, food rations, bursaries and more. Your donation will help us serve the frail and needy in Singapore.

\$35 will
allow us to provide
1 Medical Escort &
Transport Service
to an Elderly

\$50 will
allow us to provide
1 bag of basic
monthly rations
for 1 Family

\$120 will
allow us to provide
2 meals a day
for an Elderly
for 1 month

\$250 will
allow us to give
1 bursary award
to 1 primary
school Student



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

For 2.5 times tax deduction on your donation:

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

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

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

Name in Chinese: 恩典之家

ROS Registration Number: **ROS 164/96 WEL**

Charity Registration Number: **01253**

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

IPC Sector Administrator: **Ministry of Social and Family Development**

Unique Entity Number (UEN): **S96SS0146D**

Registered Address: **300 Bedok North Ave 3, Singapore 469717**

Bankers: **Oversea-Chinese Banking Corporation & Standard Chartered Singapore**

28TH MANAGEMENT COMMITTEE

The Management Committee sets the direction, decides on our policies, administrative procedures and provides leadership and counsel relating to the management of The Society. The following Committee Members were appointed at The Society's 28th Annual General Meeting on 27 June 2023.

Chairman	Dr Peng Chung Mien
Vice Chairman	Mr Lok Vi Ming
Honorary Treasurer	Mr Li Jinghui, Ray
Honorary Secretary	Mr Foo Ming-En, Mark
Committee Members	Mr Eio Wee Hiong, Joseph Mr Chua Seng Lee Ms Wong Li Tein, Monica Mr Peng Enwei Mr Choo Meng Lien, Cavin Ms Loh Sianju, Gwendolyn

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)
Senior Social Worker Elderly Services	Ms Wong Yoke Yee (Appointed on 1 July 2022)
Supervisor Student Care Services	Mr Chua Jun Ping (Appointed on 1 July 2021)
Programme Manager Soul-Care Services - excITE	Ms Michelle Low
Volunteer Manager	Ms Michelle Low (Appointed on 1 July 2020)
Support Operations Manager HR / Admin	Mr Tu Huai Chieh (Appointed on 1 Jan 2021)
Communications Manager	Ms Sng Kai Lin (Appointed on 1 July 2023)



Disclosure Report

REGISTERED IPC STATUS

Bethesda Care Services' IPC status, renewed under the Ministry of Social and Family Development, is valid from 01/04/2023 to 31/01/2026 .

MANAGEMENT COMMITTEE AND EXECUTIVE MANAGEMENT

1. The governing instrument of Bethesda Care Services is the Constitution. Bethesda Care Services is governed by a Management Committee (MC) (consisting of voluntary members). The Management Committee members and office-bearers are re-elected at an Annual General Meeting at least once every three years.
2. There are no MC members holding staff appointments. Hence, the rule of staff not chairing or comprising more than one-third of the MC is not applicable.
3. Staff do not participate in Management Committee decision-making.
4. No Management Committee Members received any remuneration from Bethesda Care Services during the Financial Year. As such, no MC Member is involved in setting his or her own remuneration.
5. The governing instrument sets out the Management Committee's composition, election process, duties and term of office bearers.
6. The governing instrument specifies a maximum limit of four consecutive years for the position of Honorary Treasurer.
7. There are no paid staff who are close members of the family of the Executive Head (Executive Director) or any MC member.
8. The governing instrument sets out the number of times the Management Committee meets and quorum required.
9. The MC regularly reviews Bethesda Care Services' controls, processes, key programmes and events through reports and information provided by its Committees, MC Members and the Management.
10. A total of 4 MC meetings were held in FY23/24 (separately from the AGM held on 27 June 2023.) on the following dates: 27 June 2023, 12 September 2023, 5 December 2023 and 19 March 2024.
11. All MC members were re-appointed or newly appointed at the AGM held on 27 June 2023.

DISCLOSURE AND TRANSPARENCY

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

Details of the Management Committee including their meeting attendance are as follows:

NAME	POSITION	DATE ASSUMED POSITION	BOARD DIRECTOR SINCE	OCCUPATION	RELATED ENTITY / PREV. APPOINTMENT & TENURE
PENG CHUNG MIEN** ●●	CHAIRMAN	29 JUNE 2015	8 JAN 1998	LOCUM DOCTOR	DIRECTOR (BBTC)
LOK VI MING** ●●●●	VICE-CHAIRMAN	29 JUNE 2015	26 APR 1997	SENIOR COUNSEL, MANAGING DIRECTOR	CHAIRMAN (BBTC) / Previously Chairman 20 Apr 2002 - 29 Jun 2015
FOO MING-EN, MARK ●●●●	SECRETARY	27 JUNE 2023	8 SEP 2020	LEGAL COUNSEL	
LI JINGHUI, RAY ●●●●	TREASURER	28 JUNE 2022	28 JUNE 2022	ACCOUNTANT	
WONG LI TEIN, MONICA ●	MEMBER	13 JULY 2013	13 JULY 2013	DISTRICT JUDGE	
CHUA SENG LEE ●●	MEMBER	26 JUNE 2018	26 JUNE 2018	SENIOR PASTOR	SENIOR PASTOR (BBTC)
GWENDOLYN LOH ●●●	MEMBER	27 JUNE 2023	27 JUNE 2023	VP, SUSTAINABILITY	
PENG ENWEI ●●	MEMBER	8 SEP 2020	8 SEP 2020	SENIOR INTELLIGENCE MANAGER	
EIO WEE HIONG, JOSEPH ●●●	MEMBER	8 SEP 2020	8 SEP 2020	DIRECTOR	
CHOO MENG LIEN, CAVIN ●●●●	MEMBER	29 JUNE 2021	29 JUNE 2021	MANAGING DIRECTOR	

● Denotes Management Committee meeting attendance. There were 4 MC Meetings in FY23/24.

** Reason for retaining governing MC members who have served for more than 10 consecutive years: These 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 Legal sectors for renewal.

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

STRATEGIC DIRECTION AND PROGRAMME MANAGEMENT

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

WHISTLE-BLOWING POLICY

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

PUBLIC IMAGE

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

HUMAN RESOURCE MANAGEMENT

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

REMUNERATION BAND	FY23/24	FY22/23	FY21/22
\$S\$100,000 TO \$S\$200,000	1	1	1

Key management staff are personnel having authority and responsibility for planning, directing and controlling the activities of Bethesda Care Services, directly or indirectly. Key management staff comprise of the Executive Management Team.

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

MANAGEMENT OF CONFLICT OF INTEREST

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

FINANCIAL MANAGEMENT AND INTERNAL CONTROL

- The Management Committee ensures internal control systems for financial matters are in place with documented procedures.
 - The Management Committee approves the annual budget and the Treasurer is updated via monthly reports of expenditure.
 - Internal control policies and management review controls are practiced to ensure compliance 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 Bethesda Care Services' operations and finances.
- In the Financial Year 2023/2024, Bethesda Care Services did not provide loans to any persons, establishments or related parties.

RESERVE POLICY

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

INVESTMENT GUIDELINES

Bethesda Care Services adopts a conservative stance towards investing of Bethesda Care Services' reserves. In the Financial Year 2023/2024, reserves set aside for investment were placed in fixed deposits.

CONDUCT OF FUNDRAISING ACTIVITIES

1. Donor's intent with regards to funds received (donations) made for specific or identified designated purposes are strictly observed. Funds in designated accounts will be used for the sole intention of which the designated funds had been established. Any change of use of such funds will only be administered after attaining the consent of the donor who had stipulated the original intention of that donated sum.
2. Bethesda Care Services maintains a high level of confidentiality with respect to donor information. 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.
3. Donations collected are properly recorded on the IPC Link System (IRAS), Bethesda Care Services' accounting system, and promptly deposited by Bethesda Care Services.
4. The total fundraising expenses of Bethesda Care Services did not exceed 30% of the total receipts from fundraising and sponsorships for the Financial Year 2023/2024.
5. Bethesda Care Services did not engage the services of commercial fundraisers in Financial Year 2023/2024.

MANPOWER STATUS

As of 31 March 2024, BCS had a team of 60 staff comprising of 50 full-time staff and 10 part-time staff (including 2 temporary staff) for FY2023/2024.

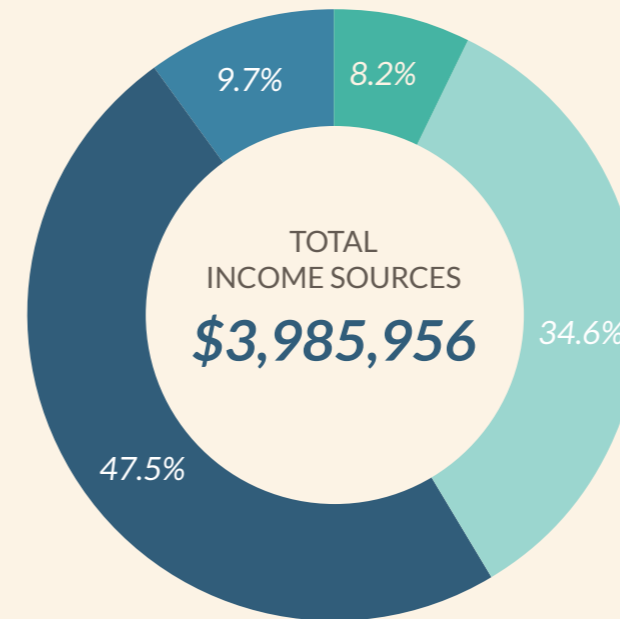
PURPOSES OF ORGANISATIONAL ASSETS

From June 2023 to March 2024, 6 laptops personal computers were purchased as replacement for obsolescent equipment for staff use in operational needs.

This year, our Elderly Services department purchased a new chiller, oven and Karaoke set to replace the old ones which had malfunctioned after many years of usage.

REVIEW OF FINANCIAL STATUS

BCS receives 34.61% of its annual funding from government grants and relies more on its own program fees and donations received to meet the rest of its financial needs. In FY2023/2024, BCS received income totalling \$3,985,956.



INCOME SOURCES

Programme Fees	\$384,955
Government Funding	\$1,379,565
Donations	\$1,894,694
Other Income*	\$326,742
Total	\$3,985,956

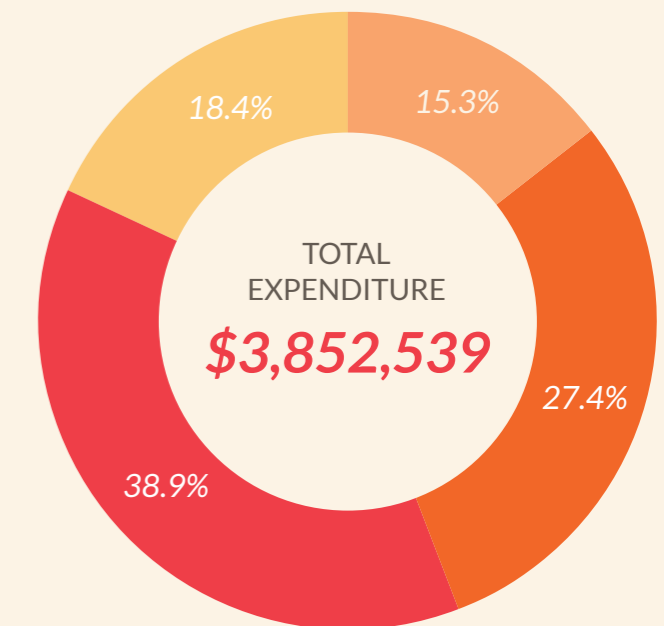
*Other Income refers to funding from supplementary government subsidies to defray organisation employment cost (e.g. IRAS - Senior Employment Credit, Progressive Wage Credit Scheme (PWCS), Jobs Growth Incentive, as well as other miscellaneous sources of income (e.g. interest earned from Fixed Deposit).

DISTRIBUTION OF EXPENDITURE

Children	\$587,151
Family & Youths	\$1,056,408
Elderly	\$1,499,863
Admin	\$709,117
Total	\$3,852,539

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.



BREAKDOWN OF CHARITY DOLLAR

For FY2023/2024, out of every \$1.00 spent, 81¢ went directly to fund programmes and activities that benefit our clients.

BETHESDA CARE SERVICES
FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED
31 MARCH 2024

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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 Li Jinghui, Ray, 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 17 are properly drawn up in accordance with the Societies Act 1966, the Charities Act 1994 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 2024 and the financial performance, changes in accumulated fund and cash flows of the Society for the financial year ended on that date.

DocuSigned by:
Dr Peng Chung Mien
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Dr. Peng Chung Mien
Chairman

21 June 2024

DocuSigned by:
Ray Li
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Li Jinghui, Ray
Honorary Treasurer



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Singapore 188778

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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 17, which comprise the balance sheet as at 31 March 2024, and the statement of comprehensive income, statement of changes in accumulated fund and statement of cash flows for the financial year then ended, and notes to the financial statements, including material accounting policy information.

In our opinion, the accompanying financial statements are properly drawn up in accordance with the Societies Act 1966 (the "Societies Act"), the Charities Act 1994 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 2024 and the financial performance, changes in accumulated fund and cash flows of the Society for the financial year ended on that date.

Basis for Opinion

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

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 other 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.



**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 to be kept by the Society have been properly kept in accordance with the provisions of the Societies Regulations enacted under the Societies Act and the Charities Act and 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 Society has not used donation moneys in accordance with its objectives 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 of the Charities (Institutions of a Public Character) Regulations.

DocuSigned by:

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Baker Tilly TFW LLP
Public Accountants and
Chartered Accountants
Singapore

21 June 2024

BETHESDA CARE SERVICES

(Registered with Registry of Societies, Singapore)

STATEMENT OF COMPREHENSIVE INCOME**For the financial year ended 31 March 2024**

	Note	2024 \$	2023 \$
Income			
Donations	3	1,894,694	2,014,210
Program fees		384,955	389,190
Government funding		741,639	629,896
Government grants	4	637,926	761,058
Interest from fixed deposits		179,085	65,556
Other income		147,657	257,397
		3,985,956	4,117,307
Less expenditure			
Depreciation of property, plant and equipment	6	53,145	79,661
Program expenses		767,963	865,239
Staff costs	5	2,947,686	2,583,712
Other expenses		83,745	80,999
		3,852,539	3,609,611
Surplus and total comprehensive income for the financial year		133,417	507,696

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 2024**

	Note	2024 \$	2023 \$
Non-current asset			
Property, plant and equipment	6	106,095	126,013
Current assets			
Sundry receivables	7	488,560	323,429
Fixed deposits	8	4,790,400	4,916,130
Cash and bank balances		942,118	1,038,350
Total current assets		6,221,078	6,277,909
Total assets		6,327,173	6,403,922
Non-current liabilities			
Community Silver Trust Grant	9	98,502	314,573
Community Silver Trust deferred capital grant	10	–	558
Care And Share Matching deferred capital grant	11	902	6,576
Total non-current liabilities		99,404	321,707
Current liabilities			
Accrued operating expenses		75,205	64,031
Deposits - student care	12	27,668	26,705
Total current liabilities		102,873	90,736
Total liabilities		202,277	412,443
Net assets		6,124,896	5,991,479
Accumulated fund		6,124,896	5,991,479

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 2024**

	\$
Balance at 1 April 2022	5,483,783
Surplus and total comprehensive income for the financial year	<u>507,696</u>
Balance at 31 March 2023	5,991,479
Surplus and total comprehensive income for the financial year	<u>133,417</u>
Balance at 31 March 2024	<u>6,124,896</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 2024

	2024 \$	2023 \$
Cash flows from operating activities		
Surplus for the financial year	133,417	507,696
Adjustments for:		
Amortisation of deferred capital grants	(6,232)	(39,082)
Depreciation of property, plant and equipment	53,145	79,661
Interest income	(179,085)	(65,556)
Operating cash flows before movements in working capital	1,245	482,719
Receivables	(84,833)	196,095
Payables	(203,934)	265,876
Cash (used in)/generated from operations	(287,522)	944,690
Interest received	98,787	11,578
Net cash (used in)/generated from operating activities	(188,735)	956,268
Cash flows from investing activity		
Purchases of property, plant and equipment, representing net cash used in investing activity	(33,227)	(15,330)
Net (decrease)/increase in cash and cash equivalents	(221,962)	940,938
Cash and cash equivalents at beginning of financial year	5,954,480	5,013,542
Cash and cash equivalents at end of financial year	5,732,518	5,954,480
Cash and cash equivalents comprise:		
Fixed deposits	4,790,400	4,916,130
Bank and cash balances	942,118	1,038,350
	5,732,518	5,954,480

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

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

NOTES TO THE FINANCIAL STATEMENTS
For the financial year ended 31 March 2024

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 1966 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 1994 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 Material accounting policies

a) Basis of accounting

The financial statements, expressed in Singapore dollar (“\$”), which is the Society’s functional currency, have been prepared in accordance with the Societies Act 1966, the Charities Act 1994 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, sundry receivables and payables approximate their respective fair values due to the relatively short-term maturity of these financial instruments.

New and revised standards that are adopted

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.

Bethesda Care Services

2 Material accounting policies (cont'd)**a) Basis of accounting (cont'd)***New and revised standards not yet effective*

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 2024 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 except as disclosed below:

Amendments to FRS 1 and FRS Practice Statement 2: Disclosure of Accounting Policies

The amendments to FRS 1 and FRS Practice Statement 2 *Making Materiality Judgements* provide guidance and examples to help entities apply materiality judgements to accounting policy disclosures. The amendments require entities to disclose their material accounting policies rather than their significant accounting policies, and provide guidance on how entities apply the concept of materiality in making decisions about accounting policy disclosures.

The Society has adopted the amendments to FRS 1 on disclosures of accounting policies. The amendments have no impact on the measurement, recognition and presentation of any items in the Society's financial statements.

b) Property, plant and equipment

Property, plant and equipment are initially recognised at cost and subsequently carried at cost less accumulated depreciation and any impairment in value. Depreciation is calculated on a straight-line basis so as to write off the cost of the assets over their expected useful lives as follows:

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

c) Financial assets

The Society's financial assets at amortised cost include bank and cash balances, and sundry receivables (excluding prepayment). Financial assets are measured at initial recognition at fair value and 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.

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 income and expenditure when the liabilities are derecognised as well as through the amortisation process.

Bethesda Care Services

2 Significant accounting policies (cont'd)**e) 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.

f) 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 income and expenditure 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 income and expenditure over the period necessary to match them on a systematic basis to the costs that it is intended to compensate.

3 Donations

	2024	2023
	\$	\$
Tax-deductible donations	1,795,994	1,946,284
Non-tax deductible donations	98,700	67,926
	1,894,694	2,014,210

Bethesda Care Services

4 Governments grants

	2024	2023
	\$	\$
Care and Share Grant	5,674	38,525
Community Silver Trust Grant	256,810	256,889
Enhanced Fund Raising Grant	352,568	343,326
Senior Worker Early Adopter Grant	–	65,000
Part-Time Re-Employment Grant	–	32,500
Tech-and-Go! Funding	1,281	–
Work-Study Diploma Grant	9,000	9,000
Active Citizen Grant	–	10,943
WeCare Arts Fund Grant	7,460	4,875
National Youth Fund Grant	4,512	–
IRAS-Skill Future Enterprise Credit	621	–
	637,926	761,058

5 Staff costs

	2024	2023
	\$	\$
<i>Program</i>		
Salaries and bonus	1,973,494	1,708,635
CPF	308,349	264,418
Others	60,074	66,284
	2,341,917	2,039,337
<i>Administrative</i>		
Salaries and bonus	500,566	453,028
CPF	74,984	64,767
Others	30,219	26,580
	605,769	544,375
	2,947,686	2,583,712

Included above is an amount of \$564,850 (2023: \$483,758) paid to key management personnel.

Bethesda Care Services

6 Property, plant and equipment

	Furniture and fittings \$	Computers \$	Motor vehicles \$	Renovation \$	Total \$
2024					
Cost					
At 1 April 2023	308,560	162,276	192,891	103,945	767,672
Additions	23,395	9,832	–	–	33,227
Write Off	(17,018)	–	–	–	(17,018)
	314,937	172,108	192,891	103,945	783,881
At 31 March 2024					
Accumulated depreciation					
At 1 April 2023	283,522	146,894	115,708	95,535	641,659
Depreciation charge	15,953	9,362	25,728	2,102	53,145
Write Off	(17,018)	–	–	–	(17,018)
	282,457	156,256	141,436	97,637	677,786
At 31 March 2024					
Net carrying amount					
At 31 March 2024	32,480	15,852	51,455	6,308	106,095
2023					
Cost					
At 1 April 2022	310,259	157,455	192,891	93,436	754,041
Additions	–	4,821	–	10,509	15,330
Disposal	(1,699)	–	–	–	(1,699)
	308,560	162,276	192,891	103,945	767,672
At 31 March 2023					
Accumulated depreciation					
At 1 April 2022	274,336	120,351	89,980	79,030	563,697
Depreciation charge	10,885	26,543	25,728	16,505	79,661
Disposal	(1,699)	–	–	–	(1,699)
	283,522	146,894	115,708	95,535	641,659
At 31 March 2023					
Net carrying amount					
At 31 March 2023	25,038	15,382	77,183	8,410	126,013

Bethesda Care Services

7 Sundry receivables

	2024	2023
	\$	\$
Other receivables	465,045	301,090
Prepayments	23,515	22,339
	488,560	323,429

8 Fixed deposits

Fixed deposits are placed with the banks and mature within 1 to 6 months (2023: 1 to 10 months) after balance sheet date.

9 Community Silver Trust Grant

Details of Community Silver Trust Grant are as follows:

	2024	2023
	\$	\$
Balance at beginning of the financial year	314,573	55,606
Community Silver Trust – Matching Grant receipts	40,182	515,299
Expenditure	(256,253)	(256,332)
Balance at end of the financial year	98,502	314,573

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

	2024	2023
	\$	\$
<i>Elderly Services Centre</i>		
Tax deductible donations	172,522	432,304
Non-tax deductible donations	15,106	6,840
	187,628	439,144

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).

Bethesda Care Services

10 Community Silver Trust deferred capital grant

	2024	2023
	\$	\$
<i>Grant - related to assets</i>		
Balance at beginning of the financial year	558	1,115
Grant amortised during the financial year	(558)	(557)
	<hr/>	<hr/>
Balance at end of the financial year	–	558
	<hr/>	<hr/>

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 deferred capital grant

	2024	2023
	\$	\$
<i>Grant - related to assets</i>		
Balance at beginning of the financial year	6,576	45,101
Grant amortised during the financial year	(5,674)	(38,525)
	<hr/>	<hr/>
Balance at end of the financial year	902	6,576
	<hr/>	<hr/>

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.

12 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.

13 Financial instruments**a) Categories of financial instruments**

Financial instruments at their carrying amounts as at balance sheet date are as follows:

	2024	2023
	\$	\$
<i>Financial assets</i>		
Financial assets at amortised cost	6,197,563	6,255,570
	<hr/>	<hr/>
<i>Financial liabilities</i>		
Financial liabilities at amortised cost	102,873	90,736
	<hr/>	<hr/>

Bethesda Care Services

13 Financial instruments (cont'd)

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 is insignificant, and accordingly no credit loss allowance is recognised as at 31 March 2024 and at 31 March 2023. 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 are all due within 1 year after balance sheet date and approximate contractual undiscounted payments.

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 2024 and 31 March 2023.

Bethesda Care Services

15 Authorisation of financial statements

The financial statements of the Society for the financial year ended 31 March 2024 were authorised for issue in accordance with a resolution of the Management Committee dated 21 June 2024.