

ANNUAL
REPORT

FY
24 -
25



START // FINISH **WELL**

Journeying Together in Service



BUILD OUR FUTURE SINGAPORE TOGETHER



START // FINISH WELL

START WITH PURPOSE,
FINISH WITH GRACE.
EACH STEP FORWARD,
FINDS ITS PLACE.
THROUGH TRIALS FACED
AND LESSONS LEARNED,
A JOURNEY WELL-RUN IS
TRULY EARNED.

START WELL, FINISH WELL
TOGETHER WE STRIVE,
JOURNEYING IN SERVICE,
KEEPING HOPE ALIVE.

CHAIRMAN'S MESSAGE

As we reflect on FY2024/25, our theme “Start Well, Finish Well – Journeying Together in Service” captures the spirit of what we do at Bethesda Care Services.

We stay present through the changing seasons of the lives we are privileged to journey with. This year, we remained steadfast in our mission: to enhance the well-being of families and individuals by delivering quality and professional social services.

Strengthening Bonds with Families & Seniors

We continued walking closely with families who rely on steady support in their day-to-day lives. **Coffee Connect** provided a relaxed space where parents could gather, share conversations and build community in a casual and welcoming environment.

Among our elderly clients, we saw a growing demand for both Meals on Wheels and Medical Escort and Transport services. These were not just service touchpoints, but moments to show up with consistency and care. Many student volunteers joined us uncertain of how they could contribute, but left with a sense of fulfilment after delivering meals and **connecting with the seniors** they met along the way.

Our weekly **Active Ageing programmes** kept our

seniors mentally and socially engaged. We were also glad to introduce new activities this year, further enriching their experiences and supporting their continued well-being.

Empowering Youths Towards Resilience

We placed intentional focus on equipping youths not only academically, but also emotionally and socially. Through **youth-led community projects** and mental wellness workshops, they learnt to care for themselves and support their peers.

This past year, through YouthSpace and BCS@College East, we engaged over 3,000 youths. Many stepped up to serve their communities, while others received mentorship through weekly and monthly sessions. Each initiative reflected our commitment to resilience-building, values formation and helping youths recognise their strengths and worth.

Our efforts began early with the children at Sunshine Club Student Care Centre. There, students were guided to practise values such as gratefulness and generosity in their daily interactions. These were further reinforced through home visits and a **Community Service Day**, where students and their families came together to give back meaningfully.

Through these shared moments, we witnessed the early shaping of character and a growing sense of purpose in the children under our care.

Volunteers and Partners: Our Pillars of Support

Our work is made possible by the unwavering support of our **volunteers and partners**. This past year, we continued to see a steady number of volunteers serving faithfully across our programmes. We are especially encouraged by a **growing number of corporate groups** who have stepped forward to join us in service.

From the church communities and ITE students to families and individual volunteers, each has played a vital role in expanding our reach and deepening the impact of our work. Their collective contributions remain a cornerstone of our mission to care and journey with those in need.

The journey of service is continuous, marked by intentional beginnings and faithful follow-throughs. I extend my heartfelt appreciation to our staff, volunteers, and partners for their unwavering commitment. *Together, let's continue to start each initiative with purpose and finish with grace.*

Dr Peng Chung Mien
Chairman, Bethesda Care Services





ABOUT US

In 1996, Bethesda Care Services (BCS) started with a vision of reaching out and meeting the needs of the community in Bedok area.

Today, we reach out and CARE for the children, youths, families and the elderly within our community by providing services and programmes tailored to meet their needs.

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

CARE
AUTHENTICITY
RESTORATIVE
EMPOWERMENT

MISSION

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

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Reach Out and Touch Lives

ELDERLY SERVICES

Caring for the needs of the frail and aged.

FAMILY SERVICES

Empowering families and individuals in adversity to overcome life's challenges.

YOUTH SPACE

SPACE where youths belong and realise their true potential.

SUNSHINE CLUB

Providing affordable and quality before-and-after school care services.

BCS@ COLLEGE EAST

Curated programmes on resiliency and positive values for ITE Youths.

TOTAL NO. OF BENEFICIARIES

4,569



1902 ITE YOUTHS

ITE Youths engaged through collaborative programmes with CCA groups

179 Students engaged through our activities and workshops
203 Avg. no. of student engagements per month

258 Students engaged through corporate engagement, partnership programmes and events

772 SENIORS
Seniors cared for and engaged by our services

302 Seniors on Meals-on-Wheels (MOW) and Medical Escort & Transport (MET)
5959 Avg no. of meals delivered per month
470 Seniors engaged through Active Ageing Programmes

\$15,744 worth of assistance disbursed

ASSISTANCE DISBURSED

APRIL'24 - MARCH '25

\$194,101



132 CHILDREN
enrolled in Sunshine Club Student Care Centre

4 Students with special needs
19 Students on MSF Comcare's Student Care Fee Assistance (SCFA)

1620 YOUTHS
engaged through YouthSpace initiatives

412 Youths engaged each month on avg.
165 Took part in weekly and monthly mentoring initiatives

545 FAMILIES
and individuals assisted through Family Services

189 Families & individuals assisted through Casework and Counselling
48 Participants at Family Connect events
39 Students engaged through Lifeskills Workshops
209 Bursary Awards Recipients
60 Beneficiaries from Community Project

\$111,819 worth of assistance disbursed

\$83,350	Bursary Awards
\$21,918	Assistance to Needy
\$396.80	Roxy Funds
\$6,154.19	Food Rations Programme

ELDERLY

772 Seniors cared for and engaged in elderly services

302 Seniors on MOW and MET services

312 Seniors engaged regularly through Active Ageing Programmes

5959 Avg no. of meals delivered per month

160 Avg no. of MET trips completed per month

SERVICE IMPACT FIGURES



ELDERLY SERVICES

Supporting seniors to age with dignity, purpose and meaningful connection.

In FY2024/25, our Meals-on-Wheels programme continued to deliver two daily home-cooked meals to frail seniors. Demand for Medical Escort Services also rose, reflecting growing needs in our ageing community.

To keep seniors active and socially engaged, we expanded our Active Ageing offerings with new programmes like **Ukulele**, **Bingo** and **Cardio Fun Workout**.

We are grateful for the unwavering support from corporate partners, volunteers, and staff. Together, we continue to serve with heart, helping seniors feel supported and valued.

HIGHLIGHTS/ELDERLY

Active Ageing Highlights

STAYING ACTIVE, STAYING CONNECTED

Weekly programmes that keep our seniors moving, engaged and joyful.

A Vibrant Line-up of Programmes

Each week, our seniors enjoy a variety of activities designed to keep minds sharp, bodies moving and spirits high. This year, we introduced new additions including Ukulele, Cardio Fun Workout and Bingo.

Fitness and Movement

Our regular sessions such as Low Impact Aerobics, Zumba Gold, Line Dance, Resistance Band Workout and FunDance continue to support physical wellness and flexibility, with routines tailored to our seniors’ capabilities.

Creative and Social Engagement

Beyond physical activities, seniors enjoy stimulating games and hobbies that encourage connection and joy. These include Rummy-O, Steel Tongue Drum, Karaoke, Conversational English and Ding Ding.

Healthy Living through Cooking

Our Healthy Cooking and Baking sessions, held twice a month, give seniors the opportunity to explore nutritious recipes, share cultural flavours and enjoy a sense of togetherness around food.

ONGOING FAVOURITES

Zumba Gold

Line Dance

FunDance

Rummy-O

Karaoke

Ding Ding

NEW

Steel Tongue Drum

Conversational English

Resistance Band Workout

Low Impact Aerobics

Ukulele

Bingo

Cardio Fun Workout

SPOTLIGHT



Healthy Cooking & Baking
Seniors exploring nutritious food choices while bonding and sharing meals.



“The exercises are beyond words. It has improved my body ability from wheel-chair to walking tungkat. Thanks greatly to the helpers!”

Catherine Lim, 85

Caring Touches for Our Seniors

Transforming Senior Living Environments Through Care & Collaboration

As part of their service learning experience with BCS @ College East, youths from ITE College East Primers extended helping hands to transform the living environments of **7 senior households**. Across **two rounds** of house cleaning, the students brought not only practical support but also warmth and dignity to the seniors they served.

This meaningful initiative exemplified the power of care and collaboration in enhancing the everyday lives of our elderly residents.



Kueh Making Workshop with CIC Bank

24 August 2024

15 CIC STAFF **17 SENIORS**

Seniors enjoyed a meaningful afternoon during a kueh-making workshop led by volunteers from Cr dit Industriel et Commercial. The session kept heritage recipes alive and fostered intergenerational bonding and community spirit.

We were also honoured to have Ms Cheryl Chan, ex Member of Parliament for East Coast GRC, join the session and try her hand at making kueh alongside our seniors.

Age With Joy Carnival with J.P. Morgan

12 July 2024

102 J.P. MORGAN STAFF **50 SENIORS**

102 volunteers from J.P. Morgan brought joy and laughter to about 50 seniors through a vibrant and engaging carnival. Seniors participated in activity stations ranging from fitness and games to handicraft and beauty makeovers, all thoughtfully planned and led by the volunteers.

The event concluded with a lively performance where everyone sang and danced together. We are deeply grateful to J.P. Morgan for their warmth, energy and commitment in creating such meaningful memories for our seniors.



VJC Service Learning Project For Seniors

30 June 2024

150 STUDENTS **30 SENIORS**

150 student volunteers from Victoria Junior College hosted a lively event for 30 seniors, filled with games, performances, and even live singing by the seniors themselves. The day was full of joy, connection, and meaningful memories for all.

Part of VJC's leadership programme, the project reflects students' commitment to engaging and uplifting the community. We are thankful for their thoughtful efforts and warm presence.

FAMILY

545 Families & individuals assisted

\$111,819 Assistance disbursed

189 Families & individuals assisted through Casework and Counselling

209 Bursary Award recipients

60 Beneficiaries from Community Project

39 Students engaged through Lifeskills Workshops

48 Participants at Family Connect events

SERVICE IMPACT FIGURES

FAMILY SERVICES

Strengthening families to build a resilient and thriving community.

In FY2024/25, we focused on nurturing parent-child relationships, building family resilience, and encouraging a culture of learning and togetherness, especially among lower-income households.

Through a range of **family-centred programmes**, children had the opportunity to develop early literacy skills in safe and nurturing spaces, while parents and caregivers engaged in meaningful shared experiences that strengthened bonds. Guided by our committed volunteers, families were supported in building healthy dynamics through positive role-modelling and encouragement.

These programmes reflect our continued commitment to **strengthening family connections, promoting positive parenting, and creating meaningful opportunities for growth and support.**



WELFARE SERVICES

HIGHLIGHTS/FAMILY

\$21,918

Assistance to Needy

\$83,350

BCS Bursary Awards

\$2,353

Community Project
by MITRA

\$6,154

Monthly Food Ration

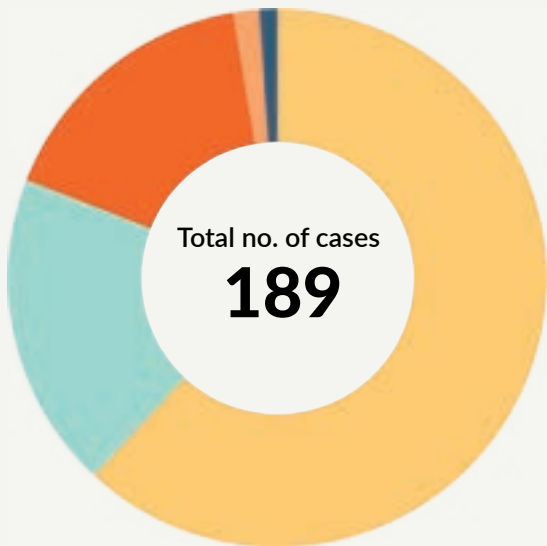
\$4,572

MILK Scholarship

Casework & Counselling

Providing Practical and Emotional Support for Families in Need

The Family Department handled **189 Casework and Counselling cases**, with most seeking financial assistance—reflecting ongoing economic pressures faced by families. Other key concerns included family-related issues and housing or rental matters. A smaller number of cases involved mental health and other social service needs. The data highlights the department’s continued efforts to support both **practical and emotional needs** within the community.



Counselling Case Types

Financial	117	62%
Emotional	36	19%
Family & Marital	31	16%
Behavioural	3	2%
Others	2	1%



kidsREAD

Encouraging early readers to explore, imagine, and grow

January to June 2024

20 SESSIONS 8 PARTICIPANTS

kidsREAD is a nationwide reading programme to nurture a love for reading among children from lower-income families. Volunteers led one-hour weekly sessions at **Kampong Chai Chee Rainbow Ville** through storytelling and group activities.

Community work with Mitra Famosa

26 October 2024

60 BENEFICIARIES 17 VOLUNTEERS

BCS and **Mitra Famosa** distributed pillows and bedsheets to **60 residents** at Blk 429A Bedok North. Supported by 17 staff volunteers, 2 BCS staff, and Good News Community Services, the outreach aimed to uplift living conditions of vulnerable households.

Bursary Awards 2024

Recognising achievements, encouraging resilience

8 November 2024

On 8 November 2024, BCS held its 24th Bursary Awards Ceremony, presenting \$83,350 in bursaries to 209 students from primary to tertiary levels, including those from Special Schools. The event, graced by Mr Heng Swee Keat, then Deputy Prime Minister, and corporate sponsors, celebrated students from low-income families who have shown resilience despite personal and financial challenges. BCS continues to walk alongside these families, offering support beyond financial aid. A notable example is Tan Xuan Hao, a past bursary recipient now a doctor at KK Women’s and Children’s Hospital — a testament to the lasting impact of community support.



Family Connect

Nurturing Families, Strengthening Communities

Family Connect events provided underprivileged families with meaningful opportunities to bond and enjoy quality time together.

WINGS AND WONDER: FAMILY DAY AT BIRD PARADISE

14 July 2024

28 BENEFICIARIES

13 VOLUNTEERS

Families from the community enjoyed a special day out at Bird Paradise, during the Family Bonding Day. The outing provided a meaningful opportunity for quality family bonding. Each participating family was paired with a volunteer family who facilitated conversations, guided activities, and modelled positive parenting and healthy spousal interactions.



COFFEE CONNECT

20 April 2024

20 PARTICIPANTS

Coffee Connect, held on 20 April, welcomed 20 parent-participants for a session focused on self-care and peer support. Led by our social workers and supported by volunteers, the programme offered parents a time of rest and meaningful connection, while their children attended a concurrent session. Feedback was unanimously positive, with participants appreciating the relaxed environment and shared conversations.

“A big thank you to the team for such a well-organised outing. My family and I had a wonderful time and appreciated every detail.”

Family who participated in the Family Bonding Day at Bird Paradise

Life Skills Workshops

Positive values, interpersonal skills, and an overcomer’s mindset

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

MIGHTY MINDS WORKSHOP

May & November 2024

7 SESSIONS

27 PARTICIPANTS

Now in its fourth run, the Mighty Minds workshop continued to equip children with tools to develop a growth mindset and foster a positive self-image — both essential for building mental resilience in the face of everyday challenges.

In May and November 2024, our social workers conducted a total of seven sessions, reaching 27 participants through interactive activities and guided reflections designed to support their emotional wellbeing and personal development.

BODY SAFETY WORKSHOP

4 September 2024

12 PARTICIPANTS

The Body Safety Workshop equipped children with the knowledge and confidence to establish personal boundaries and recognise safe versus inappropriate behaviours. Using role-playing and real-life scenarios, the sessions helped reinforce the importance of body autonomy and personal safety. A total of 12 participants benefitted from this targeted intervention.

BCS@ COLLEGE EAST

1902 ITE Youths engaged through collaborative programmes

203 Avg. no. of student engagements per month

258 Students engaged through corporate engagement, partnership programmes and events

179 Students engaged through our activities and workshops

SERVICE IMPACT FIGURES



BCS@COLLEGE EAST

Empowering youths to grow with confidence, values and direction.

FY2024/25 was a meaningful year shaped by the dedication of our partners and volunteers. Through workshops, community projects, mental wellness initiatives and skills-building sessions, we connected with over **1,902 ITE students**. Each programme was guided by our mission to build resilience, nurture values and help youths recognise their worth.

As we prepare to move into the new Integrated Hub, co-located with fellow social service partners, we look forward to deeper collaboration and greater impact.

HIGHLIGHTS/BCS @ COLLEGE EAST

Mental Health Workshop Series Collaboration

Empowering Young Minds for Emotional Well-being

August to November 2024

5 SESSIONS **85 STUDENT PARTICIPANTS**

We are grateful for our collaboration with the **Singapore Association for Mental Health (SAMH)** in conducting five impactful mental health workshops. Together, we reached 87 students, including some who attended multiple sessions.

Students actively engaged and enjoyed learning about key topics such as **mental health awareness, emotional regulation, stress management, building healthy relationships, and self-acceptance.**

These workshops were both insightful and practical, reinforcing the importance of prioritising mental well-being. Many students shared how the sessions positively influenced their perspectives and approaches to managing their mental health.

We appreciate the support and partnership and look forward to continuing this journey with SAMH—empowering more young minds to thrive emotionally and mentally.

“The workshops taught me how to manage stress and better understand my emotions. I now know how important it is to take care of my mental health.”

Student Participant

SEN Workshop

Supporting Growth Through Experiential Learning

May to February 2025

48 STUDENT PARTICIPANTS

We have partnered with ITE College East – Student Care Centre for over four years to support students with **Special Education Needs (SEN)**. This year, we engaged **48 students** through a structured resilience-focused programme.

Students participated actively and benefited from **experiential learning activities** designed to **build confidence and personal growth**. To further enrich the experience, we introduced guided outings beyond the classroom, providing meaningful opportunities to **develop self-management and social skills in real-world settings.**

Moving forward, we aim to reach more students, fostering inclusive and impactful learning experiences beyond the school environment.



HIGHLIGHTS/BCS @ COLLEGE EAST

YMCA Youth for Causes 2024

How's Life Project Campaign

May to August 2024

29 STUDENT PARTICIPANTS

From May to August 2024, a dedicated team of four ITE students led the YMCA Youth for Causes (YFC) project, championing initiatives to foster community support and mental well-being among youths.

Beyond storytelling through an video campaign, they introduced the How's Life Project, inspired by Australia's R U OK? movement. This initiative encouraged individuals to check in on one another, fostering a culture of care and empathy. A total of 29 ITE students participated, further amplifying the programme's reach.

Their efforts gained generous support from Noel Gifts International Limited, which donated \$30,000 along with signature gifts for beneficiaries, expanding the project's impact.

Additionally, the team mobilised volunteers for the BCS Awareness Week at BBTC, raising awareness and funds. In a heartwarming gesture, they crafted balloon sculptures for children—symbolising the breaking down of barriers.

The YMCA YFC Project 2024 exemplified the power of youth-driven initiatives, demonstrating compassion, creativity, and commitment to making a difference. In total, the project raised over \$87,000.



YOUTH SPACE

1620 Youths engaged through our events and programmes

412 Avg. no. of youth engagements per month

165 Youths involved in weekly and monthly mentoring initiatives

SERVICE IMPACT FIGURES

YOUTHSPACE

Providing a safe, supportive space where youths grow, lead and belong.

In FY 2024/25, guided by the theme **Build Deep, Go Far**, we strengthened our foundation by engaging committed mentors, deepening community partnerships, and involving youths as co-creators in our programmes.

We focused on fostering a shared culture of belonging by creating safe spaces for honest conversations, encouraging youth-led ideas, and strengthening trust within our team and youth community.

Beyond our core programmes, we championed national youth initiatives, including a youth-led dance production and support for the Youth Work Association of Singapore (YWAS) at its inaugural conference. By balancing intentional community-building with broader advocacy, we empowered youths to lead with confidence and thrive with purpose.



HIGHLIGHTS/YOUTHSPACE

FengShan CC Luncheon Collaboration

Bridging Generations Through Community Service
June to Present 2024

10 SESSIONS 327 STUDENT PARTICIPANTS

YouthSpace partnered with Fengshan Community Club to support monthly senior luncheons, involving 327 youth volunteers across 10 sessions.

Our youths planned activities and fostered meaningful conversations, offering companionship to seniors while gaining life insights in return.

This collaboration strengthened intergenerational ties and showed the role youths can play in building a caring, connected community. It now serves as a model for sustainable youth engagement in eldercare.



Firestarter: Pass the Fire, Spark the Future

Celebrating Youth as a Force for Good
January 2025

11 COMMUNITY PARTNERS
101 STUDENT PARTICIPANTS

YouthSpace hosted its **second annual Volunteer Appreciation Night**, recognising ITE College East students and clubs for their service to the community. This year saw growth in partnerships, with expanded collaborations between ITE CE Clubs and social service agencies. **YouthSpaceCares extended its reach to 11 additional community partners in 2024**, making a meaningful impact.

The event celebrated the collective progress and honoured the dedication of student volunteers driving positive change in our neighbourhoods.

SafeSpace: Island Tour Experience

Unleashing Creativity, Empowering Youth Voices
December 2024 to March 2025

12 SESSIONS
101 YOUTH PARTICIPANTS

YouthSpace supported ITE College East students in delivering their first fully student-led production, marking a significant milestone in youth empowerment through the arts. Student participants were guided by five dedicated mentors in scriptwriting, stage lighting and production management.

This initiative nurtured technical skills and aligned student dancers with broader tertiary-level creative experiences, fostering artistic confidence, collaboration and leadership.

"The Youth Department has brought fresh energy to our Active Agers' Luncheon sessions. Their engaging programmes and presence have created meaningful intergenerational interactions, bringing joy to our seniors and strengthening community bonds in Fengshan."

Cynthia, Fengshan Constituency Manager



SUNSHINE CLUB

132 Students enrolled in Sunshine Club

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

4 Special needs students

SERVICE IMPACT FIGURES



SUNSHINE CLUB

Nurturing children in an environment where they feel supported, valued and inspired to grow.

In FY2024/25, we deepened community connections by nurturing the values of **gratefulness** and **generosity**. Students were encouraged to practise these values daily, cultivating empathy and kindness in their interactions. Family ties were strengthened through increased home visits, allowing us to better understand and support each child.

We also forged meaningful corporate partnerships that enriched our students' experiences and broadened their horizons. A highlight of the year was a community service day, where students and their families came together to give back meaningfully.

Looking ahead, we're excited to continue **fostering relationships and nurturing a spirit of gratitude and generosity**, empowering the next generation to grow with purpose.

HIGHLIGHTS/SUNSHINECLUB

Parent-Child Bonding Event

Stronger Bonds Through Play and Learning

2 November 2024

In November 2024, Kainos CG from the Chosen Gen Tribe at BBTC hosted a Parent-Child Bonding Event for Sunshine Club families, filled with fun, learning and quality time.

The day began with a cake decorating activity, where parents and children teamed up to create both beautiful and delicious cakes. While parents attended a talk on cyber addiction, learning strategies to manage screen time and online safety, children took on a tower-building challenge using spaghetti and marshmallows.

These shared experiences helped families strengthen their bonds, create lasting memories and gain practical insights for navigating parenting in the digital age.



Enriching Experiences for Sunshine Club Students with UOB

Art Workshop & Singapore River Boat Ride May 2024

In conjunction with iLight Singapore, 60 students joined an art workshop at the UOB building, where they created their own light installations. The experience ended with a scenic boat ride along the Singapore River on UOB's branded boats.

Guided Tour to Sungei Buloh November 2024

30 students embarked on a guided adventure through Sungei Buloh Wetland Reserve, exploring mangrove habitats and spotting native wildlife.

Sunshine Club Community Service Day

Families Serving with Heart and Learning Through Giving

7 December 2024

In partnership with BCS's Elderly Service Department (ESD), Sunshine Club organised a Community Service Day where parents and children delivered meals to ESD clients through the Meals-on-Wheels service.

Aligned with the theme of generosity, the families served the elderly and also learnt the value of giving their time. As they visited different blocks and units, they brought joy to the elderly, with some families even having the chance to listen to their life stories.

It was a meaningful Saturday, with families coming together to serve and connect with the community.

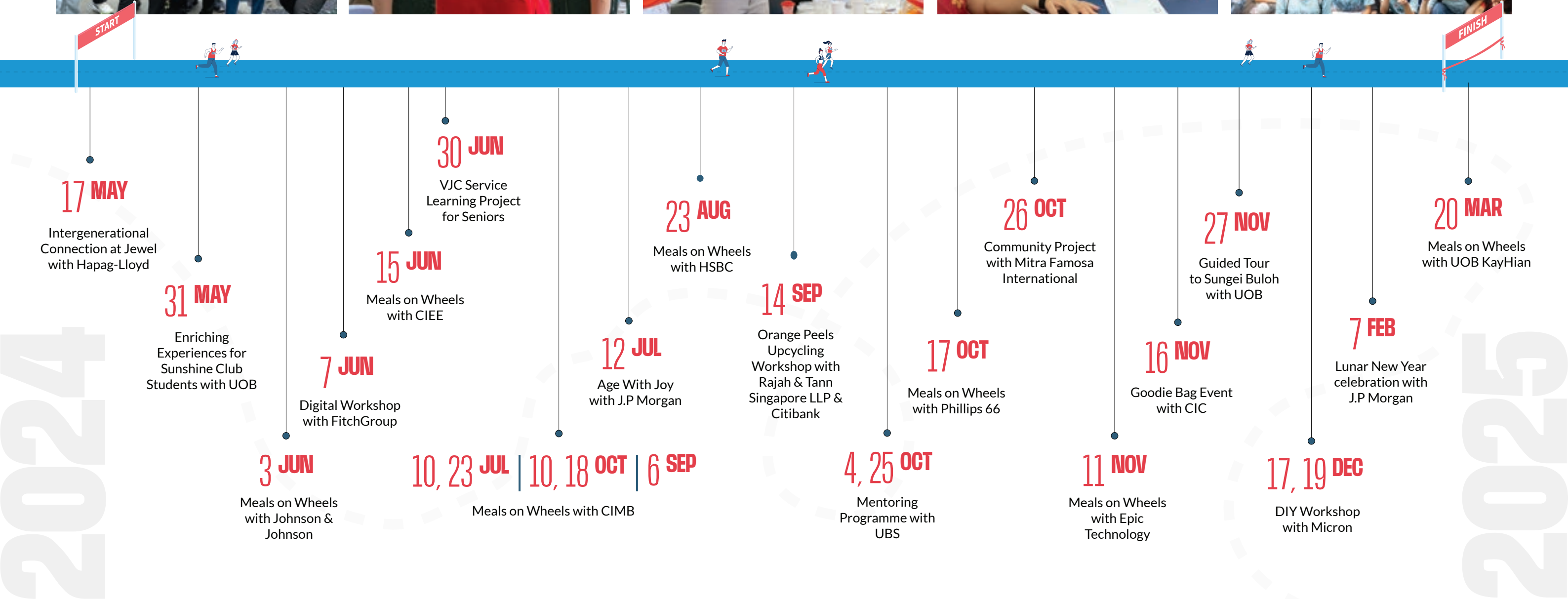


“This is the first time I deliver meals to the elderly. I learnt that if no one do this, the elderly may not be able to get their meals on their own. I am happy to be able to help.”

Sunshine Club Student, 9

CORPORATE PARTNERSHIPS

Celebrating Our Collective Impact





CORPORATE PARTNERSHIPS & COMMUNITY IMPACT

Working hand in hand with corporate partners to create meaningful experiences and lasting change in our community.

“Volunteering with BCS has been a humbling and meaningful experience. It is encouraging to see BCS providing a vital safety net for those in need.”

Corporate Partner

Partners' Appreciation Night – Start Well, Finish Well

A meaningful evening honouring the dedication of our corporate partners, volunteers, and donors

25 February 2025

Our 2025 Partners' Appreciation Night was themed **Start Well, Finish Well** – a message that resonated deeply with our journey at BCS this past year. We gathered to celebrate the shared commitment of our corporate partners, volunteers, and donors who have stood by us from the first step to the final outcome.

Senior Minister of State Tan Kiat How and Ms Cheryl Chan, then MP of Fengshan, joined us in recognising how every partnership, no matter the size, contributes to meaningful change.

The evening's activities – from interactive games to personalised medals – reflected appreciation and the belief that **strong beginnings and steadfast partnerships lead to lasting impact.**

This same theme carries through our Annual Report, which captures the milestones made possible through these collaborations. Together, we started strong and finished stronger – and we look forward to what lies ahead.





**“It was more
blessed to be able
to contribute
than to receive.
I’m glad that I
signed up for it!”**

*Phillips 66 Volunteer.
Meals-on-Wheels*



MEALS THAT WARM THE HEART

What seems like a simple act of delivering a warm meal can mean the world to someone.

Last year, 596 students from ITE College East joined our Meals-on-Wheels initiative. Initially unsure of how they could contribute, many found the experience deeply meaningful. Each delivery became more than just a meal. It was a moment of connection.

For some seniors, the brief exchange at the door was their only conversation for the day. The students walked away realising that even small and consistent acts of care can leave a lasting impact.

DIGITAL WORKSHOP FOR SENIORS

7 June 2024

A big thank you to Fitch Group volunteers for conducting a digital workshop that equipped our seniors with essential WhatsApp skills—from location sharing and group chat management to video calls and scam prevention.

Their support not only made technology more accessible, but also fostered intergenerational connection. We look forward to building on this meaningful collaboration.



RAJAH & TANN, CITI ORANGE PEEL WORKSHOP

14 September 2024

To commemorate the International Day of Awareness of Food Loss and Waste, Rajah & Tann Foundation and Citibank co-hosted an Orange Peel Upcycling Workshop in partnership with The Sustainability Project. The hands-on session brought together 30 staff from Rajah & Tann Singapore LLP, 8 staff from Citibank, and 28 ITE College East students to explore creative ways of reducing food waste.

Participants learned to repurpose discarded orange peels into eco-friendly enzymes and scrubs. This initiative strengthened awareness and underscored our shared commitment to sustainability.



FUNRAISERS

\$742,433.91 Raised through collective fundraising efforts

We give thanks for the generous support from **How's Life, DoGooders** (student-led initiatives), as well as our in-house efforts such as **AIWFC, BCS Cares, and BAW.**

\$58,065

BCS Cares

May - August'24

\$87,899.60

Howslife

June - August'24

\$5,944.50

Dogooders

May - September'24

\$379,866

Breaking Barriers Building Bridges

August - December'24

\$210,658.81

All I Want For Christmas

November - February'24



BCS CAREs

Reach Out and Touch Lives

April to July 2024

Our Giving.sg campaign, **BCS CAREs: Reach Out and Touch Lives**, raised a total of **\$58,065** in 2024. The initiative responded to the growing needs of our community, especially young families from middle to low-income households who continue to feel the strain of rising living costs.

Through this fundraising effort, we were able to continue supporting vulnerable individuals and families by journeying with them through life's challenges. The funds enabled us to provide practical help and emotional support, restoring hope, building authentic relationships and empowering lives.

Howslife

Championing Mental Resilience in Youths Fundraiser by ITE Youths

June to August 2024

Under the How's Life? campaign, **ITE youths initiated several projects to foster mental resilience and build a caring community**. One key activity was the Guardian Angel initiative, where 24 volunteers participated in the "Angel-Mortal" gift exchange, showing care anonymously over a few weeks.

In another effort, youths engaged in icebreakers, shared reflections, and wrote encouraging notes which they distributed, along with flowers sponsored by Noel Gifts, to others on campus. These initiatives helped spread kindness and reinforced a culture of emotional support among peers. The campaign also raised a total of **\$87,899.60** in support of youth programmes and outreach efforts.



DoGooders

Encouraging Youth Volunteerism and Community Impact Fundraiser by Team DoGooders

May to September 2024

From May to September 2024, the DoGooders campaign under the YMCA Youth For Causes initiative rallied young individuals to support BCS. The project successfully raised **\$5,944.50**, with all proceeds directed towards sustaining the operational costs of YouthSpace volunteer programmes.

This youth-led effort contributed vital funds and also exemplified the spirit of volunteerism and the positive impact young people can make in strengthening communities.

Breaking Barriers Building Bridges

BCS Awareness Week

August to December 2024

Our annual fundraiser, BCS Awareness Week, took place in August with the theme Breaking Barriers, Building Bridges. This theme reflects our ongoing commitment to reach those facing significant challenges and limitations. At BCS, we work to remove these barriers and build bridges of support so individuals and families can experience the fullness of life.

As part of the campaign, video testimonials featuring voices from our community, including beneficiaries, volunteers and staff, were shared during Bethesda Bedok Tampines Church's weekend services. These heartfelt stories brought to life the impact of our work. Our Vice Chairman, Mr Lok Vi Ming, also shared an encouraging message that weekend, urging the community to respond with compassion and to step forward in support of those in need.

The campaign raised a total of **\$379,866.00**.



All I Want For Christmas

A festive campaign of giving and sharing real needs

November 2024 to February 2025

Now in its fifth year, All I Want For Christmas (AIWFC) is our signature year-end campaign that promotes others-centred giving by spotlighting the real needs of low-income families, homebound seniors, and individuals in need. Hosted online, the campaign allows donors to adopt specific wishes submitted by beneficiaries, each with a short personal story. Donors can also filter wishes by budget, making giving intentional and accessible.

This year, we introduced a new initiative called **Gift of Time**, encouraging individuals and **groups to give through presence, not just presents**. Volunteers sang carols and visited the elderly, some of whom live alone, creating precious moments of connection and joy during the festive season.

During the campaign, donors and sponsors adopted more than **200 wishes**. In total, the campaign raised over **\$210,658.81**, including general donations and contributions toward household essentials.

“Thank you for the stainless steel handy jug. Our family can now use it daily for our hot drinks. Thank you!”

81 elderly and his family received a stainless steel jug under this AIWFC'24 wish adoption campaign.





“...the tiniest acts of kindness can create huge impact in the community. A little bit of time, a simple conversation, or even just a smile can go a long way. That’s what keeps me motivated. Volunteering isn’t just something I do for others, it also gives me a sense of purpose and fulfillment.

Vishnu, Year 3 Student in ITE CE

VOLUNTEERS

SERVING WITH PURPOSE,
JOURNEYING WITH HEART

Our volunteers have been an integral part of our mission, offering their time, care and presence across our programmes. From weekly engagements to seasonal events, each volunteer brought energy, warmth and reliability. Their willingness to start with intention and finish with commitment has made a lasting impact on those we serve.

Those Who Walked with Us

3,491
Total Volunteers

589
Corporate
Volunteers

2,278
Group
Volunteers

624
Individual
Volunteers



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.

\$25 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

\$100 will supply ½ month of rice for Meals on Wheels programme

\$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 **joannchoe@bethesdacare.sg** within 48 hours.
- Include your name, identification number, contact number and address in the email.
- Only applicable for cash donations of \$10 and above.

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

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**

29TH 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 29th Annual General Meeting on 25 June 2024.

Chairman	Dr Peng Chung Mien
Vice Chairman	Mr Eio Wee Hiong, Joseph
Honorary Treasurer	Mr Li Jinghui, Ray
Honorary Secretary	Mr Foo Ming-En, Mark
Committee Members	Mr Lok Vi Ming
	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 BCS @ College East	Ms Michelle Low (Appointed on 1 July 2017)
Volunteer Manager BCS @ College East	Ms Michelle Low (Appointed on 1 July 2020)
Support Operations Manager	Mr Tu Huai Chieh (Appointed on 1 Jan 2021)



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 FY24/25 (separately from the AGM held on 25 June 2024.) on the following dates: 25 June 2024, 17 September 2024, 17 December 2024 and 11 March 2025.
11. All MC members were re-appointed or newly appointed at the AGM held on 25 June 2024.

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	MC MEMBER SINCE	OCCUPATION	RELATED ENTITY / PREV. APPOINTMENT & TENURE
PENG CHUNG MIEN** ● ●	CHAIRMAN	29 JUNE 2015	8 JAN 1998	LOCUM DOCTOR	DIRECTOR (BBTC)
EIO WEE HIONG, JOSEPH ● ● ● ●	VICE-CHAIRMAN	25 JUNE 2024	8 SEP 2020	DIRECTOR	
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)
LOH SIANJU, GWENDOLYN ● ● ●	MEMBER	27 JUNE 2023	27 JUNE 2023	VP, SUSTAINABILITY	
PENG ENWEI ● ●	MEMBER	8 SEP 2020	8 SEP 2020	SENIOR INTELLIGENCE MANAGER	
LOK VI MING** ● ● ●	MEMBER	25 JUNE 2024	26 APR 1997	SENIOR COUNSEL, MANAGING DIRECTOR	CHAIRMAN (BBTC) / Previously Chairman 20 Apr 2002 – 29 Jun 2015
CHOO MENG LIEN, CAVIN ● ● ● ●	MEMBER	29 JUNE 2021	29 JUNE 2021	MANAGING DIRECTOR	

- Denotes Management Committee meeting attendance. There were 4 MC Meetings in FY24/25.
- ** 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

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

WHISTLE-BLOWING POLICY

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

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

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

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

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

5. 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

1. There are documented procedures for Management Committee Members and staff to declare actual or potential conflicts of interests to the Management Committee.
2. MC Members make annual declarations of actual or potential conflicts of interests to the Management Committee.
3. 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

1. The Management Committee ensures internal control systems for financial matters are in place with documented procedures.

A. The Management Committee approves the annual budget and the Treasurer is updated via monthly reports of expenditure.

B. Internal control policies and management review controls are practiced to ensure compliance and key controls are reviewed regularly to ensure its effectiveness.

C. The financial records have been properly maintained and the financial statements give a true and fair view of Bethesda Care Services’ operations and finances.
2. In the Financial Year 2024/2025, 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 2024/2025, 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 iShine Cloud Donor Management System Lite, and promptly deposited by Bethesda Care Services.
- 4. The total fundraising expenses of Bethesda Care Services did not exceed 30% of the total receipts from fundraising and sponsorships for the Financial Year 2024/2025.
- 5. Bethesda Care Services did not engage the services of commercial fundraisers in Financial Year 2024/2025.

MANPOWER STATUS

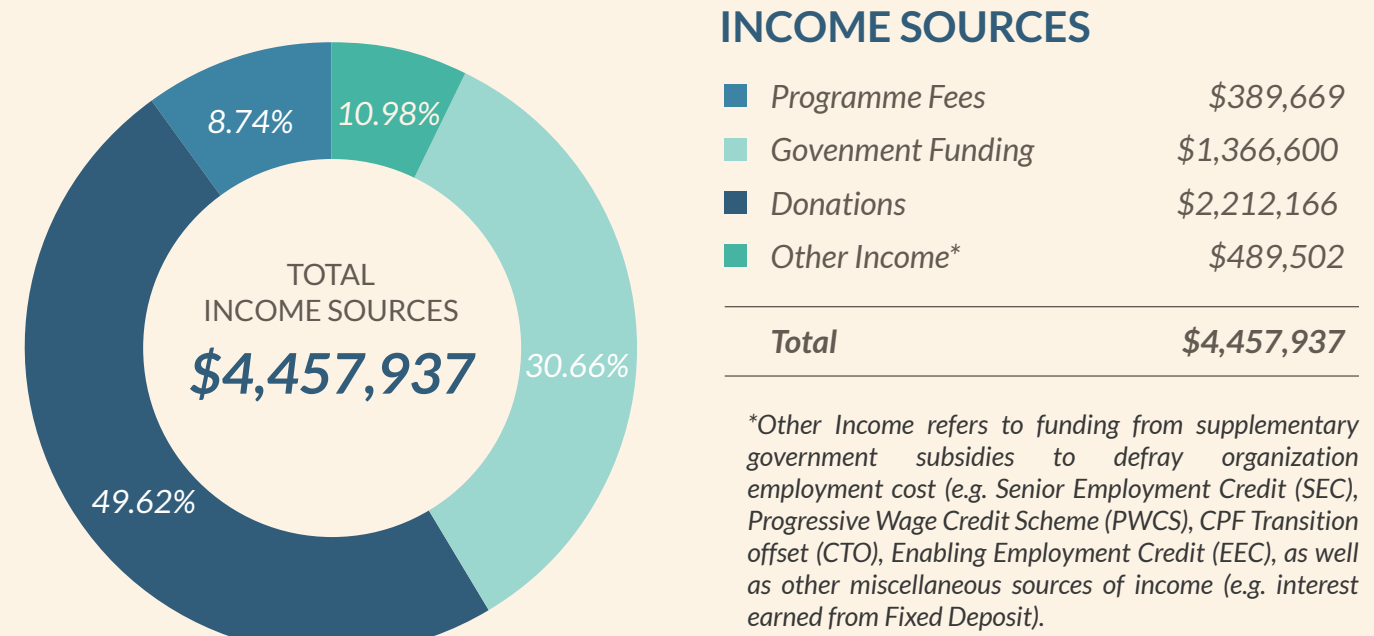
As of 31 March 2025, BCS had a team of 57 staff comprising of 48 full-time staff and 9 part-time staff (including 2 temporary staff) for FY2024/2025.

PURPOSES OF ORGANISATIONAL ASSETS

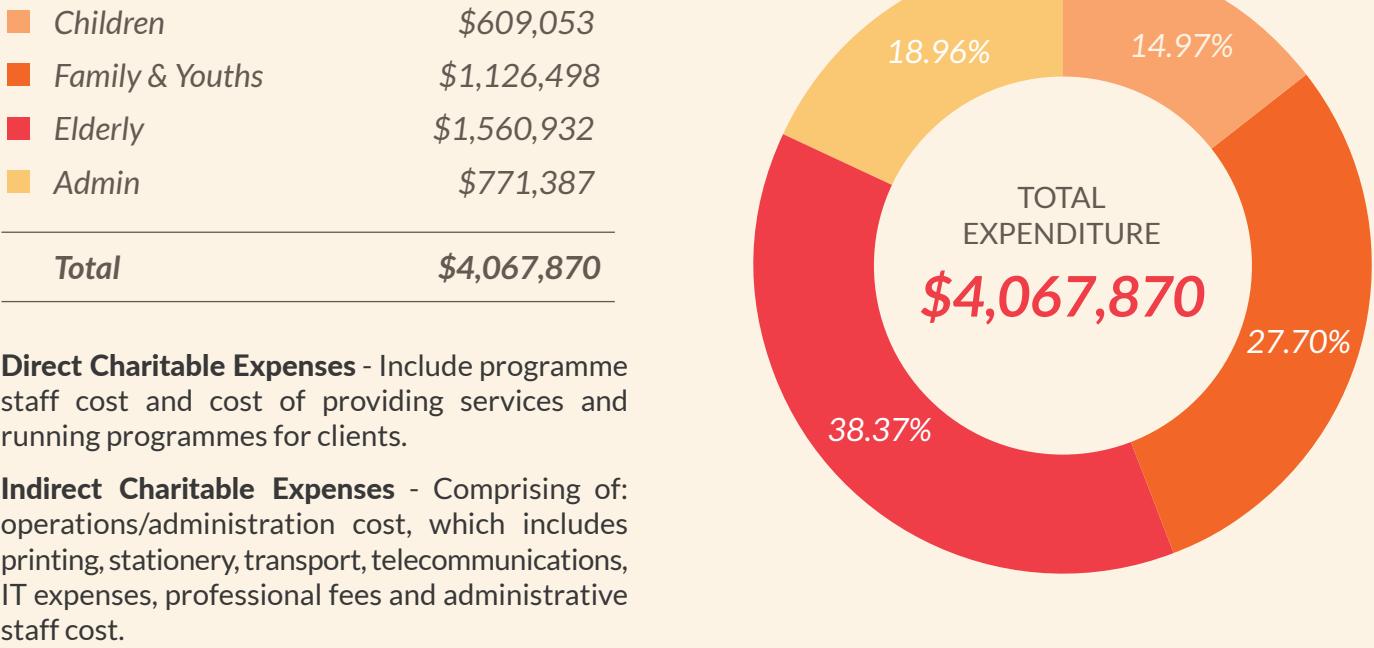
In December 2024, the Info-Tech Cloud HRMS Version 8.0 was acquired as a new HRMS software to replace the older HRMS software, iSuperSuite HRIS V.6 PRO.

REVIEW OF FINANCIAL STATUS

BCS receives 30.66 % of its annual funding from government grants and relies more on its own programme fees and donations received to meet the rest of its financial needs. In FY2024/2025, BCS received income totalling \$4,457,937.



DISTRIBUTION OF EXPENDITURE



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 FY2024/2025, out of every \$1.00 spent, 81¢ went directly to fund programmes and activities that benefit our clients.