



# CHANGING LIVES TRANSFORMING COMMUNITIES

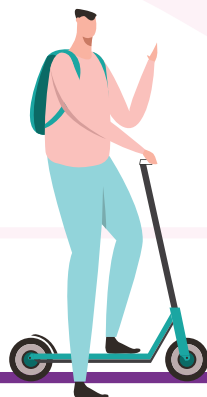
---

Annual Report  
2019 / 2020



# Contents

01	About Us	16	Protecting & Empowering Vulnerable Women & Children
02	Messages from Chairman & Executive Director	17	Our Partners
03	Strengthening the Foundations	18	Our Fundraisers
05	Supporting & Equipping Parents	20	Management Committee & Executive Team
06	Honouring & Enriching Seniors	21	Sources & Uses of Funds
08	Restoring & Empowering the Next Generation	22	Partner Us
11	Nurturing the Future	23	Donation Form
15	Healing the Broken-hearted, Reconciling Families	25	Acknowledgements



# About Us

Lakeside Family Services (Lakeside) is a charity which has served the community in Jurong since 1993, regardless of race, language, or religion.

We develop resilience in disadvantaged children, mould troubled youths into contributing individuals, empower active seniors to help lonely seniors, assist ex-offenders in reintegrating into society, and help women with unsupported pregnancies.

We are an Institution of a Public Character (IPC) and a member of the National Council of Social Service (NCSS).

## Mission

We, at Lakeside fulfil our Christian responsibility to society by caring for the community. We provide quality services, focused on the needs of individuals and families in the community at Jurong, regardless of race, language or religion. We work in harmony with our neighbours, the community and the government.

## Vision

Changing Lives, Transforming Communities



# Chairman's Message

This has been a year of perseverance. While circumstances have changed beyond what was imaginable in previous years, we remain steadfast in changing lives and transforming communities. Through good times and bad, Lakeside Family Services continues to provide holistic care for vulnerable individuals and families.

More than ever, we have felt the need to band together as a community. There is no doubt the families, children, youths, and seniors we serve have felt the brunt of the pandemic. We have spent much of this year adapting our plans and acting fast to ensure minimal disruption to serve their needs.

We seek to keep the eyes of those in need fixed on hope and together we celebrate every win: Every unsupported pregnancy baby born to welcoming arms, every family of the incarcerated getting the help they need, every lonely senior hearing the voice of a friend on the phone. Not to mention, we are touched by the overwhelming support for our *Caring Amidst COVID-19* Fund and *A Million Steps* campaigns.

And this could not have been done without our dedicated staff and volunteers, generous donors, and like-minded partners. You have softened the blow of the pandemic for those struggling. You have brought compassion, cheer, and friendship to those who need it most. On behalf of everyone at Lakeside, thank you so much for your unwavering support. We wish you and your families good health and blessings.

**Andrew Tay**  
Chairman



## Executive Director's Message

This has been an unusual year, brought on by the global COVID-19 pandemic. In the midst of the challenges posed by the pandemic, our team at Lakeside continued to shine brightly. From split team arrangements to online engagements, from home visits to managing crisis cases, our team adapted splendidly to the demands and needs of our community and continued to provide support, care and intervention for clients in a professional and compassionate manner.

On the sponsorships and fundraising front, we are grateful for the strong support of our long-time partners, Shell and Epson, as well as Warren Golf & Country Club, for their ongoing strong support. And though we were not able to carry out our usual fundraising events like the charity golf tournament and charity dinner, our online campaigns, *Caring Amidst COVID-19* and *A Million Steps* managed to raise the much-needed funds, with wonderful support from friends and supporters all round.

We thank God for our faithful and committed staff, volunteers and management committee, who have worked together as a family to do what has been accomplished this year. We also thank God for our extended family of friends, fundraisers and donors, who have given generously to support our ministry. Above all, we thank Him for His grace and mercy that has carried us through another year.

To God be the Glory! The Best Is Yet To Be!

**Teo Tee Loon**  
Executive Director





# Strengthening the Foundations

## Restoring Lives, Strengthening Families

Through casework and counselling, our staff were able to engage clients professionally and compassionately as they addressed primary and secondary issues.

We are thankful for our Family Service Centre teams who have demonstrated compassion, competency, and innovation by using community resources to support and strengthen families.



**1,187**  
individuals and  
families served



**37.7%**  
new clients



**39.5%**  
Financial/  
Basic Sustenance



**9.6%**  
Family/Partner  
Violence



**8.3%**  
Accommodation/  
Shelter



**7.6%**  
Mental  
Health



Engineering Good benefited more than 80 young clients with laptops for Home-Based Learning, while Food from the Heart and Food Bank tirelessly supported clients with food rations and meals during the Circuit Breaker.

## No One Left Behind

As COVID-19 struck, Lakeside's Community Resources team worked hard to coordinate and distribute resources to needy clients to make sure no one is left behind during this pandemic.

We are thankful for the generosity of these contributors for these resources: BLESS, Standard Chartered Bank, Far East Organization, Sanctuary Care Diapers & Milk Powder, YWCA, Fu Dai, South West CDC, HDB GRAINS, STSPMF Care packages, Kian Sin Cheong Hardware, MUIS Ramadan Bonus 2020, Project Staples Stable and more.

The Community Outreach team also deepened our reach through the Social Service Offices (SSO)s, Jurong Spring, Jurong Central, Lakeshore, and Jurong East rental blocks, supporting vulnerable residents and connecting them to our services.

## Awarded Research Grant

In 2019, Lakeside was awarded the Mrs Lee Choon Guan Endowed Research Fund grant. Collaborating with the National University of Singapore (NUS), we started a 3-year research study on "Perceptions of Long-Term Clients with Low Income in Family Service Centre". Through this study, we look forward to enhancing Family Service Centre processes and service delivery to provide quality outcomes for clients.

## Supervision and Training

Centre Managers and Supervisors ensured the continual education and training of caseworkers with training and career roadmaps. Through in-house skills training, individual and group supervision, and formal education, caseworkers learned different psychotherapy frameworks to handle a variety of cases.



# Types of Cases Handled

Aug 2019 to Jul 2020

Case Type / Centre	Jurong West	Jurong East	Total
Accommodation / Shelter Issues	46	52	98
Addiction - Drugs, Gambling, Others	6	1	7
Behavioural / Emotional Issues	51	22	73
Caregiving / Childcare Issues	24	13	37
Disability Issues	1	1	2
Elder Abuse	2	5	7
Elderly Issues	4	3	7
Employment / Career	4	4	8
Family Issues	44	21	65
Family / Partner Violence	53	61	114
Financial Issues / Basic Sustenance	257	212	469
Health Issues	2	0	2
Interpersonal Issues	10	5	15
Marital Issues	35	41	76
Mental Health Issues	47	43	90
Others	6	10	16
Parenting / Child Management	50	36	86
School Issues	2	1	3
Sexuality Issues	0	0	0
Youth Issues	9	3	12
<b>Total</b>	<b>653</b>	<b>534</b>	<b>1187</b>

Jurong West: 653 cases  
Jurong East: 534 cases  
Total: 1,187 cases

COVID-19 has significantly impacted our clients. Financial Issues and Basic Sustenance issues saw a 10.1% increase from last year, indicating job losses and lowered incomes.

There was a 34.1% increase in Family / Partner Violence cases as the Circuit Breaker period kept families at home, including couples experiencing conflicts. In confined spaces, unresolved issues tend to escalate and lead to violence. There was also an increase of 55.2% of Mental Health cases, possibly caused by the same factors.

We saw a 48.1% spike in Accommodation / Shelter cases, with homeless clients who were rough sleepers or victims of poor family relationships.

However, Parenting and Child Management cases dropped by 17.3%, despite more parenting stresses like coaching children at home.

# Supporting & Equipping Parents

Lakeside was appointed by the Ministry of Social and Family Development to run the Parent Support Programme (PSP) for 35 schools in Jurong East, Clementi and Queenstown. The staff team comprises Family Life Educators and School Officers.

We delivered the Positive Parenting Programme (Triple P), a prevention-oriented evidence-based parenting programme. Beyond Triple P intervention, we referred parents to Family Service Centres for casework and counselling support and to Integrated Service Provider (ISP) programmes, for children who exhibited risk behaviours.

As parents spent more time working from home this year, most of our coaching and group work were conducted via Zoom. This platform saved travel time for both trainers and parents.



**528**  
parents served by  
Parenting Support  
Services (PSS)



**16**  
Primary Schools



**19**  
Secondary Schools  
& Junior College



For primary schools, the topics covered are: The Power of Positive Parenting, Raising Confident, Competent Children, Raising Resilient Children.  
For secondary schools, the topics are: Raising Responsible Teenagers, Raising Competent Teenagers, Getting Teenagers Connected.



Level 3 and Level 4 participants are parents of children in Primary 3-4 or Secondary 1-2, who have taken the Strength-Difficulty Questionnaires.

## Triple P Levels

### Description

### What Lakeside does

### Impact

#### Level 2 (L2)



For parents who are coping well, but have concerns about children's behaviour



3 sessions of parenting talks, conducted as public seminars

**386**

parents attended at least 1 seminar families

**154**

parents attended all 3 seminars

#### Level 3 (L3)



For parents of children with mild to moderate behavioural difficulties



4 individual coaching sessions

**126**

parents started L3

**116**

parents completed L3

**428**

sessions conducted

#### Level 4 (L4)



For parents who require more intensive training in positive parenting



5 small group sessions  
3 individual phone consultations

**6**

parents completed L4

**10**

10 parents completed Online Triple P

**5**

sessions conducted



# Honouring & Enriching Seniors

Kaki Kampong Seniors Wellness (KKSWS) promotes holistic wellness in seniors, empowering them to take charge of their lives and well-being.

KKSWS keeps the kampong spirit alive by encouraging seniors to do good in the community. Active seniors reach out to isolated and vulnerable seniors, strengthening community bonds through peer-to-peer volunteering. Volunteering also helps seniors maintain an active lifestyle and a positive mindset.

366

Seniors

Programmes were held at 3 centres



## Programmes

### Celebrations

- 4 birthday celebrations
- 1 Chinese New Year celebration
- 1 Christmas celebration

256 participants

### Outing, Events, Collaborations

Inter-generational activities, outings, outreach to neighbourhood residents, nursing home residents and renal patients, performing arts classes

660 participants

### Interest Groups

#### Leisure & Recreation

Bingo, Gardening, Good Men, Happy Hour, Movies, Reading Club

#### Arts & Language

Arts & Crafts, Chinese Painting, Conversational English

#### Health & Exercise

Communal Dining, Cooking Demonstrations, Health Talks, Line Dancing, Low Impact Aerobics, Memory Training, Recipe Sharing, Stretch Band Exercises, Qigong

1,265 participants

315 sessions



A birthday celebration with the Good Men.

20

seniors in Good Men



## Good Men

The Good Men programme is a platform for male seniors to bond over activities, discuss issues, and serve the community. During the year, they organised befriending programmes for several nursing homes. Having a group just for elderly men can help them feel more comfortable sharing certain issues.





## SOAR

SOAR is a performing arts programme for seniors sponsored by Shell. Through ukulele, choral singing, and hip-hop dance classes, seniors gain confidence by learning new skills and performing for nursing home residents.

## Beating Isolation as a Community

With COVID-19, seniors were urged to stay home, sometimes away from their families. To minimise loneliness and isolation, KKSWS taught seniors how to use digital applications like WhatsApp and Zoom video calls. As such, many seniors were able to stay connected with their friends and family. They were empowered with a sense of achievement, overcoming their fear of using technology. Some of the seniors have even been teaching their peers how to use Zoom!

We thank our volunteers for checking in with vulnerable seniors through regular text messages and calls. We also appreciate Food Bank for delivering cooked meals to 10 needy seniors with little or no family support, which was especially helpful as we were unable to gather for communal dining.



**40**  
seniors in Happy Hour



In our weekly Happy Hour on Zoom, seniors talk about issues related to their well-being, and enjoy games and exercise. Sessions are co-facilitated by senior volunteers.



Mdm Yeo, 83, is a widow living alone. She used to feel isolated, until her friend brought her to our centre, where she enjoys arts and crafts, health talks, exercises, and games.

She also has a daughter suffering from depression. They attend our communal dining programme, where they can spend time together over a meal. They also benefit from the social interaction and emotional support from other beneficiaries and volunteers, who show them care and concern.

Despite the temporary closure of the centre due to COVID-19, Mdm Yeo still participates actively in programmes via Zoom. She is happy and thankful she can connect with her friends virtually.

**Mdm Yeo**  
Beneficiary, KKSWS

Mdm Lee, 69, takes care of her husband who has Parkinson's Disease and dementia. She joined KKSWS in 2016. A committed volunteer since 2018, she has been chaperoning vulnerable seniors to the centre for activities.

So far, volunteering has been a fulfilling and memorable experience as she feels a sense of accomplishment being able to help others. During the Circuit Breaker, she called many seniors, encouraging them to learn to use Zoom so they could join the virtual programmes.

Mdm Lee says volunteering at KKSWS has "changed her life" as it has blessed her with friends and kept her mentally and physically active. She hopes to volunteer for as long as she can. When asked what best describes KKSWS, she confidently said "kampong spirit"!

**Mdm Lee**  
Beneficiary & Volunteer, KKSWS



# Restoring & Empowering the Next Generation

Lakeside rehabilitates troubled youths and inspires them to develop their strengths and fulfil their aspirations. We work with schools, employment agencies, the police, and government ministries to provide holistic help.

## Integrated Service Provider

Lakeside was appointed by the Ministry of Social and Family Development to run Integrated Service Provider (ISP) programmes. Through case management, counselling, and groupwork, youth offenders and youths-at-risk learn from their mistakes and gain awareness, knowledge, and life skills needed to avoid getting into similar risky situations in the future.

Due to COVID-19, sessions were done mainly through video conferencing. Caseworkers maintained consistent contact with youths and their families.



**372**  
youths served





**227**  
youths in ISP


Prog.	Description	Objective	What Lakeside does	Impact
<b>Guidance Programme</b>	 6- to 12-month programme for youths who have committed minor offences or low levels of involvement in offences	 Help youths make the right choices to lead a crime-free lifestyle & recognise offenses as criminal acts	 Teach youths prosocial ways of solving problems and conflicts  Assist youths in being meaningfully engaged with school or work  Support youths in forming healthy relationships	 <b>39</b> youths
<b>Streetwise Programme</b>	 6-month programme for youths who associate with gangs	 Help youths dissociate from gangs and improve their family relationships	 Equip youths with life skills like emotional & conflict management  Equip parents with parenting skills & youths with awareness of their actions	 <b>8</b> youths
<b>Triage</b>	 Assist police in investigations by conducting interviews with young offenders	 Divert young offenders from the criminal justice system	 Refer families with social or financial issues to community resources  Recommend appropriate intervention, addressing needs of young offenders	 <b>57</b> youths
<b>Enhanced Step-Up</b>	 12-month programme for students at risk of dropping out and out-of-school youths	 Help youths return to school or find employment	 Provide family intervention, career guidance, life skills training, financial assistance referrals	 <b>98</b> youths



## Post Care

 Programme to follow up with youths who have completed ISP programmes

 Help youths maintain progress made

 Provide emotional support & advice



25 Youths

Introduce community activities & career guidance

Provide referrals to other agencies for counselling & vocational programmes



40

volunteers



36

youths in Agape Inspires



251

people reached locally and overseas



"Volunteers were given opportunities to enhance their skills, like leading warm-ups."

- Siti, Volunteer, YCS

## Expedition Agape

Expedition Agape (EA) is a 1-year structured programme and mentoring initiative that develops youths to be "Leaders in Action". This year, they contributed to the community through 2 local camps and 1 overseas service-learning trip in Cambodia.

36 youths-at-risk were mentored by 27 volunteers.



Youths and volunteer mentors served locally and overseas, making an impact on 215 persons.



Youths and mentors build supportive, life-transforming relationships.



## Agape Inspires

Agape Inspires empowers youths to lead change in communities through mentoring and service-learning programmes: Youth Corps Singapore (YCS) and Expedition Agape.

Working with YCS, we mentored 13 youths to engage Lakeside seniors in a befriending programme "Hygge Club (II)" that promoted intergenerational bonding. The programme established a culture of hygge (camaraderie) among the seniors, fostering connectedness and increasing social support for the seniors. In return, the seniors showed great concern for the volunteers.



EA youths and volunteers organised a bake sale to raise funds for their projects.

Ahmad had dropped out of Secondary 4 for a year. Since attending EA and receiving support from Lakeside staff and volunteer mentors, his school principal was willing to give him a second chance to enrol in school again. He was able to resume his education and will be sitting for his 'N' Levels in 2020.

### Ahmad (not his real name)

Beneficiary, EA

## The GRIT Project (Youths)

The GRIT Project (TGP) is a Children and Youth Centre at Jurong West (Nanyang). It nurtures a caring generation to serve the community and addresses the needs of disadvantaged children and youths aged 5 to 18. Our staff and volunteers instil GRIT values in young people - Grace, Respect, Integrity, and Tenacity - all of which lead to grit!



109

youths in TGP



At the official opening of TGP in 2019, our children and youths performed, emceed, and hosted guests, including Guest-of-Honour MP Mr Yee Chia Hsing.

Prog.	Description	What Lakeside does	Impact
The GRIT Hub	 Weekly drop-in for youths to have fun, make friends, and be meaningfully engaged	 Journey with youths who are facing difficulties	 50 youths
School Social Work	 Helping youths improve interpersonal skills	 Conduct experiential learning activities	 1 school
Sports@TGP (Badminton)	 Inculcating sportsmanship, discipline, and tenacity	 Weekly badminton training and discussions  Youths participate in tournaments	 38 youths
The GRIT Academy (TGA)	 1-year mentoring programme where youths and mentors learn from each other	 Facilitate fun-filled activities, challenges, and meaningful conversations	 14 youths  10 volunteer mentors



Sports@TGP youths ran a badminton clinic for children. It was fulfilling for them to use their skills to benefit others. Many of them gained confidence through this experience: “I was worried about conducting the games because I stutter... My partner really helped me pull through.”  
- Zack (not his real name), Beneficiary, TGP



TGA mentors and youths also journey together by meeting online twice a week. “I’ve been inspired to try new things and be more open.”  
- Jin Wei (not his real name), Beneficiary, TGA

## The GRIT Hub (TGH) Online

To keep in touch with the children and youths, we went on Instagram live with trending challenges, games, workshops (e.g., guitar, baking), and held talk shows with topics like “Surviving the Circuit Breaker at home”. We continually refined our Zoom sessions with different activities, such as mobile and online board games.



30  
children and youths  
in TGH Online



Sarah’s parents were worried for her well-being as she was struggling with social and emotional issues. Although they wanted her to join the drop-in, TGP was closed temporarily due to the Circuit Breaker. Thankfully, she joined The GRIT Hub Online, where she could get the support she needed. She has been faithfully participating in almost every session. As the weeks passed, she developed a good relationship with staff and volunteers. Her parents are thankful that she is now coping better at home.

**Sarah (not her real name)**  
Beneficiary, TGP

# Nurturing the Future

Lakeside cares for children in the community, especially those from disadvantaged families. We nurture them with quality programmes and services that guide their social and emotional development.



**536**  
children served

















## The GRIT Project (Children)



**163**  
children in TGP

The GRIT Project (TGP) provides a safe space for self-discovery and empowerment for young people so they can grow to be confident, competent, connected, caring and of good character.

Due to COVID-19, TGP programmes were downsized and steps were taken to reduce inter-mingling. Later, programmes were moved to Zoom, with help from our faithful volunteers. We ramped up social media engagement with our children and youths. Also, we checked in regularly with parents to see if they needed help. In Phase 2, we resumed some programmes with safe distancing measures and used a booking system for drop-in.

Prog.	Description	What Lakeside does	Impact
<b>The GRIT Hub+</b> (Sponsored by Shell)	 Weekly drop-in programme for children that grows academic interest, encourages discipline in study and play	 Provide academic coaching and supervised playtime	 <b>40</b> children
<b>SPARKS</b> (Sponsored by Shell)	 School holiday programme promoting socioemotional and cognitive development, positive self-identity, and good values	 Engage children with experiential learning activities	 <b>94</b> children
<b>LIGHTS</b>	 3-month character building and life skills programme for 11- to 12-year-olds  Mentoring component nurtures confident leaders	 Conduct fun and purposeful activities that build supportive relationships  Run parenting workshops and parent-child bonding sessions	 <b>8</b> children
<b>Sports@TGP (Futsal)</b> (Supported by SportsCare Singapore)	 Sports programme for 10 to 12-year olds  Inculcates sportsmanship, discipline, and tenacity	 Hold weekly futsal training  Children participate in tournaments and camp	 <b>11</b> children
<b>Collaboration with UPLIFT</b> (MOE-MSF taskforce)	 Upstream support for disadvantaged children to improve studies and school attendance	 Volunteers provide academic help as part of COVID-19 response	 <b>10</b> children   <b>10</b> volunteer tutors



Left: Prudential conducted an introduction to financial literacy on Zoom for our children.

Right: After 12 futsal sessions with a coach, the Sports@TGP boys earned their jerseys, which they wore with pride when they played hard in a tournament. In a camp, they made new friends, and enjoyed high elements activities and rafting.



## Lakeside Student Care

Lakeside Student Care (Jurong East and Jurong West) provides after-school care and supervision for children aged 7 to 12. Friendly staff provide meals, homework help, and enrichment programmes. The children are taught to be responsible and independent from an early age.



**245**  
children in  
Lakeside Student Care

## Keeping Our Children Safe

Keeping up with safe management measures, Lakeside implemented temperature scanning and increased cleaning. Staff ensure safe entry and exits at different doors. Areas are clearly demarcated, each with their own water points. Every child is assigned a seat, where they have their meals, as well as for homework and play time.



Personal areas for meals, study, and play.

## Collaborations

Lakeside partners with volunteering groups to bring the children a variety of experiences like outings, learning trips, workshops, sports, and celebrations. These partnerships provide meaningful and fun-filled learning opportunities for the children and volunteers alike.

We thank our volunteers for moving activities online to engage the children, which has been greatly helpful as school holiday outings were cancelled in 2020.



UOB volunteers and our children caroling at a nursing home. The seniors clapped and sang along, a reminder that Christmas is not just about receiving gifts but sharing our blessings.



DBS volunteers brought our children to the Canopy Park at Jewel Changi Airport, which brought them great fun and joy despite challenging situations at home.

## Future Kids

Sponsored by Shell, Future Kids provides weekly one-to-one and one-to-two tuition for children from disadvantaged families. Volunteers from the Shell Lubricants Supply Chain contribute to the children's holistic development by organising educational experiences. Through these activities, children form closer bonds with volunteers who take an active interest in their well-being.



Aliah comes from a single-parent family. Her siblings have chronic illnesses, leading to frequent extended hospital stays and financial constraints. Despite the hardships her family has gone through, Aliah shared, "My dream is to be a doctor when I grow up, so that I can help my family, and the people who are poor and need medical help. Hopefully, I can open a clinic, which is free for the poor people, and give back to society." In "Future Kids", she benefits from sponsored tuition and learning trips, which hopefully puts her one step closer to her dreams.

**Aliah**  
Beneficiary, Future Kids



## Reading Intervention Services



128

children in RIS

Lakeside's Reading Intervention Services (RIS) provides reading programmes to help children improve their reading and writing skills. To meet individual needs and learning styles, sessions are held with small groups and modified paces of instruction. By learning skills and strategies for Reading, Comprehension, and Speaking, children develop their self-esteem and gain self-confidence.

RIS programmes are made possible with the help of dedicated volunteers. We would like to thank our volunteers for running regular and school holiday programmes for up to 60 children, and a Christmas party for 53 children in 2019. In addition, volunteers also created an animated storybook "Emma Saves the Day" to introduce the children to environmental issues.

Prog.	Description	What Lakeside does	Impact
<b>We Can Read</b> (Sponsored by Shell)	? For 4- to 8-year-olds from low-income families, who have learning difficulties	? Enable children to read and write at age-appropriate level	? 92 children
<b>Buddy Reading</b>	? For Lakeside Student Care children	? Provide mentoring and reading sessions with adult Buddy Reader	? 36 children
<b>Individual Educational Plans for special cases</b>	? For primary school children with or at risk of learning difficulties	? Provide effective one-to-one intervention by teaching reading skills and strategies to close the learning gap based on their learning styles	? 12 children
<b>ComPENionship creative writing programme</b>	? For Primary 1-3 children in our reading programmes	? Enhance creative writing skills through thematic letter writing	? 14 children
<b>Storytelling, dramatization &amp; craft</b>	? For children from disadvantaged families	? Create interest in reading	? 13 children

As face-to-face sessions were suspended due to COVID-19, the team innovated by shifting all programmes to Zoom so the children would not fall behind. We moved from physical books to e-books that suited curriculum needs. Volunteers and the children's caregivers (including grandparents) were quickly trained on this new approach. Sessions started online in April 2020, with 51 children joining us on Zoom.





Literacy camps provide fun and relevant learning opportunities during school breaks.



The Christmas party in 2019 fostered friendship among children in different RIS programmes. Children received gifts and goodies from the Helping and Empowering our Neighbours (HEN) charity and enjoyed games and crafts.

Brothers Adam and Ben (not their real names) were referred to RIS by their social worker as they barely knew the letter sounds. After 2 months in “We Can Read”, they learned phonics and the skills to read simple words. They used to shy away from reading but are now eager to read at least 2 books per session. I can see the sense of accomplishment in their smiles. Kudos to their mom who has been getting them to attend the Zoom sessions and reinforcing their learning!

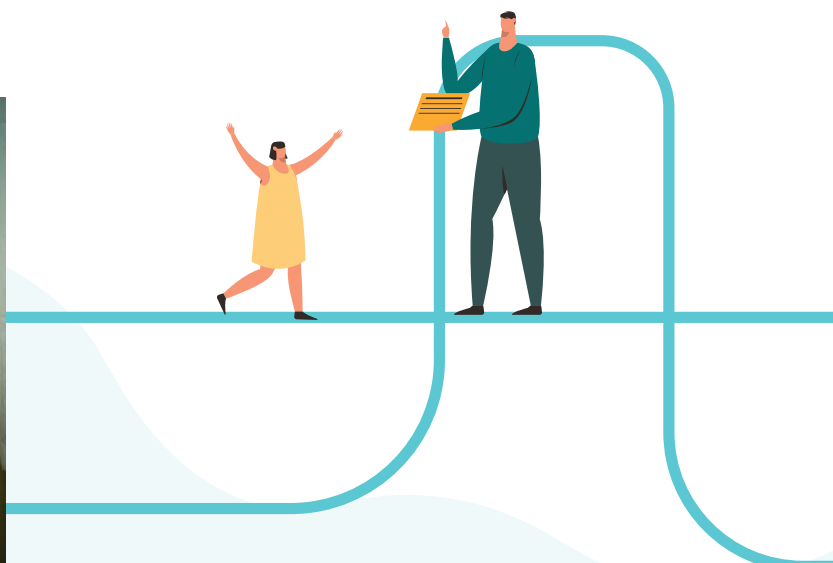
Their mother said, “I’ve seen so much good progress since my boys started their phonics class, which they look forward to now. I thank the teacher for all her hard work guiding my kids. Adam has been making great progress in his English spelling too. He memorised 10 words in just 2 days!”

**Smitha Paul**  
Reading Specialist, RIS



“Seeing the children’s improvements and interest in reading grow and knowing I played a part in that, makes it worth the time. It also puts into perspective the needs at this level. I am honoured to create change in this area.”

– Alex, Volunteer, We Can Read









# Healing the Broken-hearted, Reconciling Families

Lakeside's Taman Jurong Haven (TJH) provides services to the incarcerated, ex-inmates, and their families through in-care and aftercare programmes. We foster reconciliation, restoration, and reintegration by inspiring hope, reconnecting families, and journeying with them through challenging times. Some services were halted during Circuit Breaker and resumed in Phase 2. We also reached out to inmates and families through phone and video calls. Those whose finances were affected by COVID-19 were assisted with resources like laptop sponsorship, grocery delivery, online tuition, and financial assistance.



**4,093**  
inmates &  
families served

Service	What Lakeside does	Impact
Tele-visit	 Teleconferencing service at Lakeside's office for families to connect with loved ones in prison  Provide comfortable, cosy, safe environment with support services	1,883 tele-visit sessions
		470 families
		95 new users
Lakeside Family Resource Centre	 Connect (ex-)inmates and families to financial and information resources	1,151 cases
		247 inmates & families assisted with Yellow Ribbon Fund
		101 Restart Kits distributed
Release Preparation Programmes	 Group work for inmates and families, including planning and goal setting for reintegration	1,643 inmates over 108 RPP sessions
		295 inmates & 300 family members over 41 Family Joint Sessions
Case Management Service	 Case management to support and counsel inmates and families	234 cases

## Release Preparation Programmes (RPP)

Conducted over 20 sessions, RPP trainers impart life skills to the inmates and guide them in setting reintegration goals and creating action plans. The inmates then share their work with their families.

## Case Management Service (CMS)

For 14 months, Lakeside provides CMS for inmates under the Work Release Scheme, where they work in the day and return to the camp in the evening. With guidance from case managers, inmates overcome challenges by learning to manage their finances, adapt to routines, and cultivate self-discipline – essential skills for successful reintegration.

## Lakeside Family Resource Centre (FRC)

FRC provides information and referral services for (ex-)inmates and their families. We support inmates through incarceration and provide immediate assistance for families struggling to cope with the absence of a breadwinner. We attend to requests for financial assistance, accommodation, family assistance, and after-care.

Due to the Circuit Breaker, Farid (not his real name) was feeling anxious about his parents' well-being as he had not seen or heard from them for 8 months. By interviewing his sister, I found out his father is bedridden and gravely ill.

I made a quick decision to seek special approval from the Singapore Prison Service to urgently communicate his father's critical condition, so Farid could call his father while he is still alive. Farid felt comforted and thanked FRC for linking him with his father in his last moments.

**Mavis Wong**  
Caseworker, FRC

# Protecting & Empowering Vulnerable Women & Children

## Safe Place

Safe Place empowers women and families with unsupported pregnancies to make life-giving choices. We serve all mothers regardless of marital status, age, income level, race, and religion.

Objective	What Lakeside does
<p> Help women take personal responsibility &amp; ownership of their lives and situations</p> <p>Provide relevant information &amp; resources for women to make the best choices for themselves and their child</p> <p>Help women view parenthood &amp; their future through the eyes of hope</p>	<p> Case management, counselling, pre- and post-natal equipping, community networks, referrals, temporary accommodation</p> <p> Run the Baby Safe scheme, which provides eligible mothers with baby essentials for a minimum of 1 year:</p> <p>Diapers, feeding necessities, clothes, breast bumps, baby carriers, strollers</p>



**118**  
mothers served



**17**  
mothers stayed at Safe Place



**62**  
babies born

As no volunteers or visitors were allowed at Safe Place during the Circuit Breaker, mothers received support and training through phone and video calls. Our community meetings, trainings, and workshops were also moved online, so more mothers could attend those activities.

We are grateful for the help of 12 volunteers in the Essential Response Team, providing transport and much-needed accompaniment for postpartum mothers to their medical appointments. We also thank our donors for swiftly helping with groceries and meals, and volunteers for delivering essentials to mothers not staying at Safe Place.



As many of the mothers have limited resources and support, the help of supporters during these difficult times means the world to them.

Young and unwed, Lily, 21, felt pressured to abort her baby due to family disapproval and rejection by her ex-boyfriend. She moved into Safe Place, where she found comfort and empowerment in the staff and volunteers' guidance. They empathised with her, and she benefited from personal development and prenatal equipping activities. Eventually, she decided to prepare for a future with her baby.

Lily gave birth on the first day of the Circuit Breaker. She had good days and bad days, but she was not alone. She knew Safe Place was there for her. While awaiting the approval for a rental flat, she moved into a homestay organised by Safe Place, part of her transition to living independently. Employment and financial stability are her next goals.

Today, she is the proud mother of a healthy baby. She has greater confidence in her next steps, knowing she has the support and friendship of everyone at Safe Place.

**Lily (not her real name)**  
Beneficiary, Safe Place



## Shell

Despite these challenging times, Lakeside sincerely appreciates Shell for their warm partnership over the years. Shell volunteers have done their best to ensure the needs of Lakeside's beneficiaries are met.

With the funds raised by Shell in previous years, we were able to carry out their adopted programmes until they had to be halted or conducted in a different format where possible: Future Kids, We Can Read, SPARKS, The GRIT Hub+, and SOAR.

**For children:** Tuition, outings, reading intervention, socio-emotional skills building, drop-in sessions

**For seniors:** Arts (ukulele, choral singing, hip-hop dance)



Children from The GRIT Hub+ enjoyed a culinary workshop with Shell volunteers during the 2019 school holidays.

## Virtual Tuition for Children

School closures meant children with fewer resources might fall behind academically. As tuition was suspended during the circuit breaker, Shell Lubricants Supply Chain volunteers stepped up to tutor a few of the Future Kids online, some of whom with parents working in essential services.

We settled on a good ratio of two volunteers to one student, helping students in English, Maths and Science. The weekly tuition took place on Zoom, with volunteers providing additional support during the week via WhatsApp. Though they were not tutors by profession, they encouraged the children and did their best, even going the extra mile to help on evenings and weekends. With Shell's help, we overcame challenges like the children not having enough devices and their changing school schedules.

## Befriending Vulnerable Seniors on the Phone

As seniors stayed home, many were cut off from their families, friends, and support networks. Shell volunteers befriended our socially isolated seniors with weekly phone calls, offering a listening ear and supporting their well-being. Naturally, the seniors were delighted by the warm companionship.

Shell volunteers were matched to Lakeside seniors based on language and common interests. Volunteers also submitted weekly feedback highlighting any red flags and had weekly debriefings. These calls have taken the strain off our staff and helped us focus on key community needs for the seniors. We have also seen an increase in confidence and comfort from the seniors, many of whom shared that they found it hard to cope without their friends.



Warren's club members blessed the children and youths with Christmas gifts during the festive season.

## Warren Golf & Country Club

Lakeside thanks Warren Golf and Country Club for making us their adopted charity! Children and youths from The GRIT Project performed a dance at the Club's Christmas Light-up on Saturday, 23 November 2019. They had a magical evening, marveling at the Christmas tree and playing with manmade snow.



## Epson

Our partnership with Epson has come a long way since it started in 2009. Epson has always been supportive of our work with the children and youths. Besides outings, our children and youths attended a soccer clinic with the coaches from Japan's Yamaga FC in December 2019. They had a great time learning to build stamina, perseverance, and camaraderie at the clinic.

Epson continued to show their commitment by sponsoring 20 upper primary school children with science tuition in early 2020, which was later halted because of COVID-19. To encourage the children, their families, and seniors to stay safe, Epson donated masks, hand sanitisers and vitamin C. We are indeed thankful for their partnership.



The children are introduced to the coach at the Yamaga FC.



We are grateful to sponsors like Epson for donating essential supplies during the pandemic.

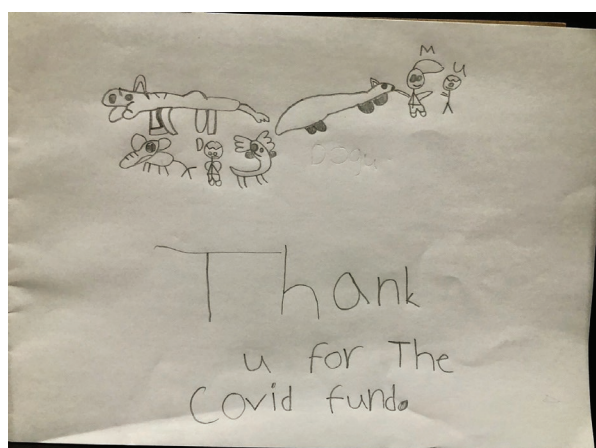
## Our Fundraisers

### Caring Amidst COVID-19

Lakeside started an online fundraiser for our *Caring Amidst COVID-19* (CAC-19) Fund to offer immediate assistance to vulnerable individuals and families adversely affected by the pandemic. We are deeply moved by the outpouring of support from wonderful donors, and our beneficiaries for sharing their stories and messages of appreciation so more could benefit from CAC-19.

\$300 was given to each applicant of CAC-19, with additional \$300 disbursements for those in dire need. Their stories revealed income and job losses, health issues, caregiving stress, family conflicts, challenges with home-based learning, and more. Donations helped beneficiaries meet basic needs like daily food and household expenses, and utility bills.

We continue to provide prompt financial assistance for those who may not qualify or are not sufficiently supported by existing help schemes. From all of us at Lakeside, thank you for partnering us to serve the beneficiaries in their time of need.



Lakeside sincerely thanks Squarepoint Operations for their generous donation of \$140,000 for *Caring Amidst COVID-19*.

### #ChessAgainstCOVID

A big thank-you to #ChessAgainstCOVID supporters for raising an incredible \$84,000! This initiative was led by Singapore's youngest Grandmaster, Kevin Goh, whose team had rallied the chess community and organised numerous online chess matches to raise funds for CAC-19. We congratulate Team Singapore on their victories, including the final match against New York City's formidable Marshall Chess Club.

Kevin's team also held a series of workshops teaching Lakeside children to play chess – a good introduction to strategic thinking. Indeed, they have not only inspired chess players to up their game, but so many others to do good! This partnership spurs us on as social service workers to persevere, knowing we are not alone in our mission to change lives.



Source: The Straits Times © Singapore Press Holdings Limited. Permission required for reproduction.

Having not done much community work in the past, I now understand the real issues low-income families are facing to get by daily, and I think that charities and support workers who try to help others in need day by day are the real heroes.

I sit in a privileged position, still having a job (for now!) Fortunately, I have the support of serious and passionate chess players and supporters who believe in this cause. I think Singaporeans can do even better as a collective unit and I hope this effort helps a little in spreading awareness and encouraging others to step forward to contribute.

### Kevin

Volunteer, #ChessAgainstCOVID

## Art for Charity

Many thanks to art lovers for raising \$5,730 for CAC-19! We appreciate Gloria Keh and Arti Daryanani for organising charity art fundraisers during the Circuit Breaker, and wonderful supporters for generously giving. 6 incredible paintings were created and donated by celebrated local artist Gloria Keh: Hanami Bashi, Thank You Love (pictured), Naked in Black, Viva: The Colors of Life, Waves off Edo, and Circle of Life.



Art is beautiful, and so are the hearts that love and give.



Fundraisers for *A Million Steps* included primary school children and seniors - even an octogenarian!

## A Million Steps

This year, we launched *A Million Steps*, a campaign to raise funds for our work serving (ex-)inmates and their families. *A Million Steps* represents our commitment to walk with them on the long journey of recovery and reintegration. [At time of print, we have collectively clocked more than A Million Steps - 7,700,000 steps!]

Our warmest appreciation to staff, volunteers, and friends of all ages who walked long distances on their own time, fundraised, and gave with hearts of generosity and compassion!

## 40km Cross-Island Walk

A group of walkers led by Lakeside's Executive Director, Mr Teo Tee Loon, went on an overnight Cross-Island Walk from Lakeside to Changi Prison on Friday, 23 October 2020. With the final distance being almost 40km, it was a stark reminder of the challenging journey (ex-)inmates and their families make on the road to acceptance and reconciliation.

After 11 hours of walking, buckets of sweat, and painful blisters, the walkers completed their journey! We also appreciate our faithful volunteers for staying up all night to ensure everyone's safety, standing by with their first aid kits and safety vehicles, and distributing supplies like water and bananas.

Our biggest thanks to all who made *A Million Steps* meaningful in their own way, showing their support for (ex-)inmates and their families, whose journeys are still ongoing.



Many thanks to Member of Parliament Mr Shawn Huang and Jurong Spring Citizens Consultative Committee members for joining us for the Walk! Lakeside's Chairman, Mr Andrew Tay, flagged off the event.



# Management Committee & Executive Team

MC Member	No. of MC meetings attended (Total: 5 meetings)
<b>Mr Andrew Tay</b> Chairman	5
<b>Mr Ng Wai King</b> First Vice-Chairman	3
<b>Mr David Ng</b> Second Vice-Chairman	4
<b>Mr Ow Chee Kee</b> Secretary	5
<b>Mr John Lim</b> Treasurer	5
<b>Mr Calvin Ngo</b> Assistant Treasurer	5
<b>Ms Tan Wee Fong</b> Member	5
<b>Ms Ho Li Peng</b> Member	4
<b>Ms Seong Koon Wah Sun</b> Member	4
<b>Mr Joshua Koh</b> Member (since March 2020)	3
<b>Mr Teo Tee Loon</b> Ex-officio	5



## Management Committee (MC)

During the financial year from 1 August 2019 to 31 July 2020, there were a total of 5 MC meetings.

We welcome Calvin Ngo and Joshua Koh into the Management Committee, bringing with them expertise and experience from the corporate sector. As of this report, 6 Management Committee (MC) members, namely Andrew Tay, Ng Wai King, David Ng, Ow Chee Kee, Tan Wee Fong and Ho Li Peng, have served for more than 10 years. These MC members have been retained for their invaluable contributions to the organisation in the form of their skills, competence, and experience, which have served to give stability and strength to the organisation at the management level. Notwithstanding, the Management Committee continually seeks out potential suitable members for leadership renewal.

## Executive Team

**Mr Teo Tee Loon**  
Executive Director

**Ms Belinda Koh**  
Director  
*Children & Youth Services*

**Mr Edwin Quek**  
Director  
*Casework & Counselling,  
Parenting Support Services*

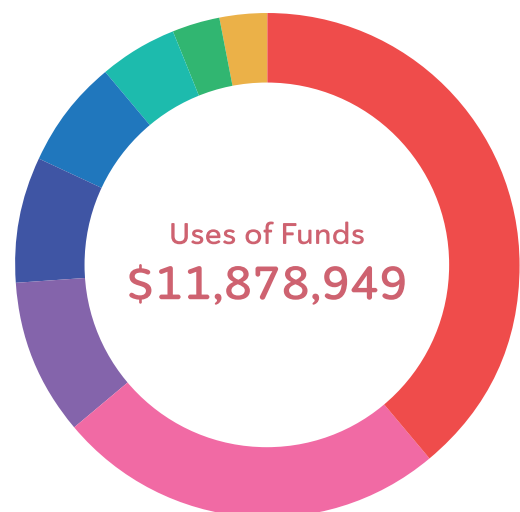
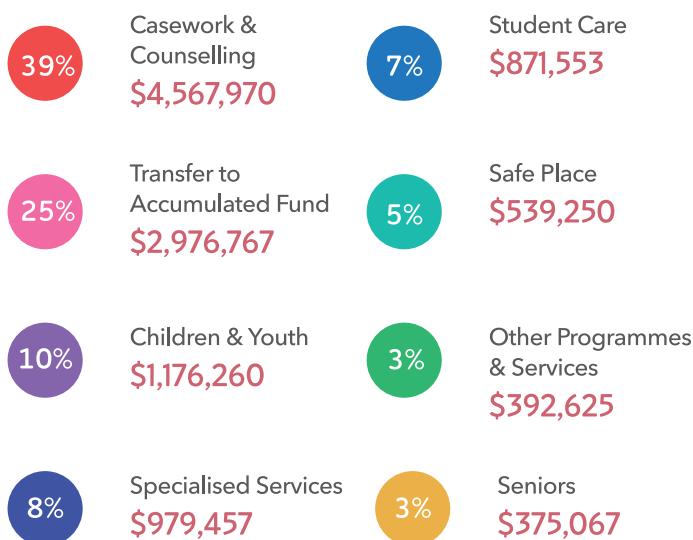
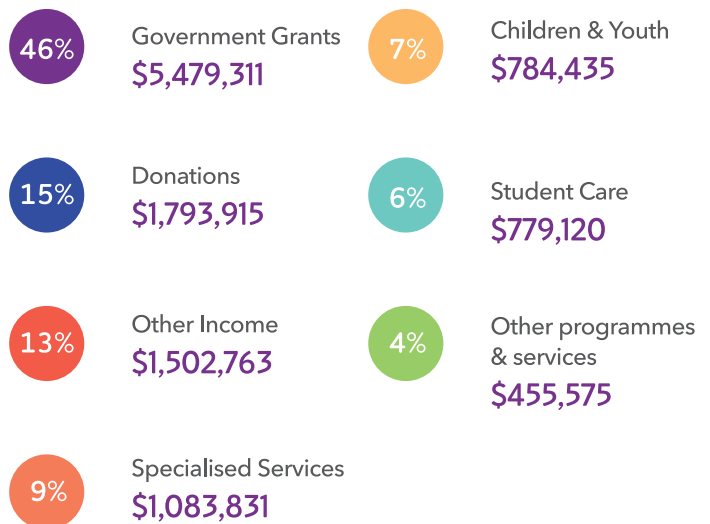
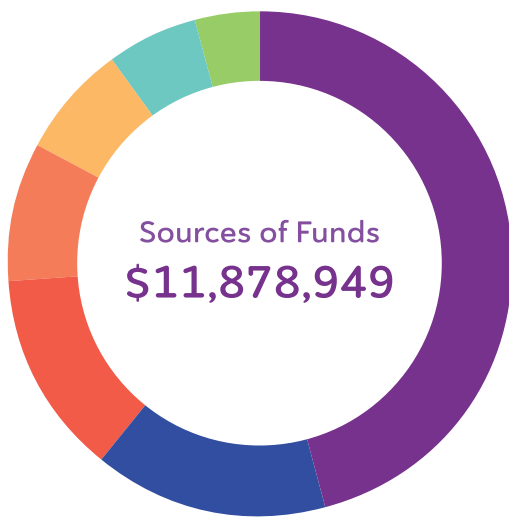
**Ms Jennifer Heng**  
Director  
*Safe Place*

**Ms Kim Leon**  
Director  
*Community Partnerships*  
Up to 8 June 2020

**Mr Lim Geok Huat**  
Director  
*Specialised Services*



# Sources & Uses of Funds



1. There are no employees with emoluments above \$200,000 p.a. The income of the top three executives of the centre lies in the band of \$100,000 – \$200,000 p.a.
2. Management Committee members do not receive remuneration and benefits for their services.
3. A sister-in-law of Andrew Tay is a staff and her remuneration is in the band of \$50,000 to \$70,000 during the year.
4. Lakeside's policy is for all staff and Management Committee members to make an annual declaration of potential conflicts of interest.
5. The procedures for handling all conflicts of interest are stipulated in Lakeside's Policy on Conflict of Interest.
6. Lakeside's Whistleblowing Policy is available on our website.
7. Lakeside's Reserves Policy is to have a maximum of 2 years' operating expenses in reserve. Any amount in excess of this is to be used for new programmes and services, given to other charities with a similar mission, or used to start another charity.
8. Our banks are Credit Suisse, DBS Bank, United Overseas Bank and Standard Chartered Bank.
9. Our auditor is Tan & Teh, Public Accountants and Chartered Accountants of Singapore.

## Would you like to change lives today?

Join us in our mission to touch the lives of vulnerable children, youths, seniors, and families in an immediate and personal way. This year, Friends of Lakeside have contributed to more than 7,000 beneficiaries achieving breakthroughs in overcoming life challenges. Great things can be done with gifts of any amount:

 <b>\$50</b>		Provides 1 newly released inmate with 1 Restart Kit (EZ-Link card & supermarket vouchers) to cover basic sustenance for 1 month
 <b>\$100</b>		Provides 1 disadvantaged child with 1 month's subsidy for student care services
 <b>\$150</b>		Provides 1 vulnerable senior with 1 month's help to improve their well-being and enhance social connectedness
 <b>\$200</b>		Provides 1 troubled youth with 1 month's help to develop their self-esteem and cultivate good character
 <b>\$300</b>		Provides 1 low-income family with 1 month's supply of essential food and school items

As Lakeside is an Institution of a Public Character (IPC), you can enjoy 250% tax deduction for your cash donations.

## Would you like to spend your time in a meaningful way?

Join us as a Lakeside volunteer! Volunteering is a great way for individuals and groups to get involved. Why not give back with your skills, in your own special way? Plus, it feels good to do good. This year, we worked alongside 960 volunteers. We need volunteers with skills and interests in these areas:



Befriend &  
Chaperone



Teach &  
Mentor



Organise &  
Facilitate



Support &  
Administration



Arts &  
Media



IT

# Support Us



## Donation Response Form

ALL DONATIONS \$50 AND ABOVE ARE ELIGIBLE FOR 250% TAX DEDUCTION. PLEASE ENSURE THAT YOUR DETAILS (INCLUDING NRIC/FIN) ARE PROVIDED TO FACILITATE AUTO-INCLUSION IN YOUR TAX ASSESSMENT.

**I would like to make a:** (please tick accordingly)

☐ **MONTHLY DONATION** (credit card or GIRO only)

☐ \$50    ☐ \$100    ☐ \$150    ☐ \$200

☐ Other amount: \_\_\_\_\_

☐ **ONE-TIME DONATION**

☐ \$100    ☐ \$500    ☐ \$1,000    ☐ \$3,000

☐ Other amount: \_\_\_\_\_

**Donor's Details** (please tick accordingly)

☐ **INDIVIDUAL GIVING**

Title: ☐ Mr ☐ Mrs ☐ Mdm ☐ Ms ☐ Dr ☐ Prof

Full Name (as in NRIC / FIN): \_\_\_\_\_

NRIC no. / FIN: \_\_\_\_\_

☐ **CORPORATE GIVING**

Organisation Name: \_\_\_\_\_

UEN: \_\_\_\_\_

Name of Contact Person: \_\_\_\_\_

### Contact Details

Address: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Email: \_\_\_\_\_ Contact No.: \_\_\_\_\_

**I am giving by:** (please tick accordingly)

☐ **CHEQUE** (Payable to Lakeside Family Services)

Cheque no.: \_\_\_\_\_

Bank: \_\_\_\_\_

☐ **ONLINE**

Donate online via:

<http://bit.ly/lakeside-online-donation>

☐ **CREDIT CARD** (VISA / MASTERCARD)

Credit Card No.: \_\_\_\_\_ Expiry Date (mm/yy): \_\_\_\_\_ Signature: \_\_\_\_\_

Cardholder's Name: \_\_\_\_\_ Cardholder's NRIC no. / FIN: \_\_\_\_\_

☐ **GIRO** (Please complete the form below)

#### Part 1: For Donor's Completion

Name (as in bank account): \_\_\_\_\_

NRIC no. / FIN: \_\_\_\_\_ Contact No.: \_\_\_\_\_

Name of Billing Organisation ("BO"): **Lakeside Family Services**

Company Stamp / Signature(s) / Thumbprint(s)  
(as in bank record)

To (Name of Bank): \_\_\_\_\_ Branch: \_\_\_\_\_ Date: \_\_\_\_\_

Bank Account no: \_\_\_\_\_ Monthly Donation (payment limit): S\$ \_\_\_\_\_

1. I/We hereby instruct the Bank to process the BO's instructions to debit my/our account.
2. The Bank is entitled to reject the BO's debit instruction if my/our\* account does not have sufficient funds and charge me/us a fee for this. The Bank may also at its discretion allow the debit even if this results in an overdraft on the account and impose charges accordingly.
3. This authorisation will remain in force until the Bank's written notice sent to my/our\* address last known to the Bank or upon the Bank's receipt of my/our written revocation; or upon the Bank's receipt of the notice of expiry from the BO.

#### Part 2: For BO's Completion

BANK	BRANCH	LFS ACCOUNT NO
7	3	7
5	0	3
5	9	9
5	3	4
0	5	8
7	0	

BANK	BRANCH	ACCOUNT NO TO BE DEBITED

BO'S DONOR REFERENCE NO

#### Part 3: For Bank's Completion

To: **Lakeside Family Services**

This application is hereby rejected for the following reason(s):

- ☐ Signature / thumbprint\* differs from the bank's records
- ☐ Amendments not countersigned by donor
- ☐ Account operated by signature / thumbprint\*
- ☐ Signature / thumbprint\* incomplete / unclear\*
- ☐ Wrong Account Number    ☐ Others: \_\_\_\_\_

\_\_\_\_\_  
Name of Approving Officer:      Authorised Signature:      Date:

\*Please delete where is applicable

By submitting this form, you hereby consent to Lakeside Family Services collecting and using your personal data for the purpose of administering your donations and communicating updates to you on other initiatives of Lakeside Family Services.

☐ Please tick here if you DO NOT wish to receive communications and updates from Lakeside Family Services about future initiatives



Please fold along dotted line

**BUSINESS REPLY SERVICE  
PERMIT NO. 08310**



**LAKESIDE FAMILY SERVICES**  
21 Yung Ho Road, #03-01  
The Agape,  
Singapore 618593

Postage will be  
paid by  
addressee. For  
posting in  
Singapore only.



Step 2: Please glue along this side, seal firmly. Do not staple. Please do not enclose cash.

Step 2: Please glue along this side, seal firmly. Do not staple.

Step 2: Please glue along this side, seal firmly. Do not staple.

# Acknowledgements

Mr Tharman Shanmugaratnam, Senior Minister and Coordinating Minister for Social Policies, Member of Parliament for Jurong GRC  
Mr Desmond Lee, Minister for National Development & Minister-in-charge of Social Services Integration, Member of Parliament for West Coast GRC  
Ms Indranee Rajah, Prime Minister's Office, Second Minister for Finance & Second Minister for National Development, Leader of the House, Member of Parliament for Tanjong Pagar GRC  
Ms Rahayu Mahzam, Parliamentary Secretary, Ministry of Health, Member of Parliament for Jurong GRC  
Mr Shawn Huang, Member of Parliament for Jurong GRC  
Mr Xie Yao Quan, Member of Parliament for Jurong GRC  
88.3Jia  
A Group of Philanthropists  
Abundance Realty Pte Ltd  
Afirmus Biosource Pte Ltd  
Agape Methodist Church  
All Saints Home  
Ang Cheng Guan Construction Pte Ltd  
Anglo-Chinese School (Independent)  
Arena Country Club  
Asean Chess Academy Pte Ltd  
Axcelis  
Baby Slings & Carriers Singapore  
Balina Pte Ltd  
Bethany Emmanuel Church  
Bloom & Grow Singapore  
BOVE by Spring Maternity  
Boys' Town Sanctuary Care  
Bynd Artisan  
Carolina Biological Supply (s) Pte Ltd  
C K Holdings (2003) Pte Ltd  
Central Youth Guidance Office  
ChessAgainstCOVID  
Christ Methodist Church  
Church of Singapore (Bukit Timah)  
Citrus Trading Pte Ltd  
Clarity Singapore  
Cogs Agency  
Community Chest  
Compolite Pte Ltd  
Cornerstone Community Church  
Cornerstone Project (Family Care), Cambodia  
Council for Third Age  
CP Residences Pte Ltd  
CPA (Certified Practising Accountants) Australia  
Creator's Solutions Pte Ltd  
Daughters of Tomorrow  
DBS  
Digital Realty  
Disney Singapore  
Douglas of Singapore  
Dream Selection Pte Ltd  
Drivinci Pte Ltd  
Echelon Engineering Pte Ltd  
Epson Singapore Pte Ltd  
Eternal Life Assembly  
Eu Yan Sang (S) Pte Ltd  
Fairfield Methodist Church  
Faith Methodist Church  
Far East Organization  
Fei Yue Community Services  
Fixed Assets Holdings Pte Ltd  
God's Kingdom Bread of Life Church  
Goh Foundation Limited  
Hegen Pte Ltd  
HEN Charity (Helping and Empowering our Neighbors)  
Hisamitsu (Salonpas)  
Home for Good SG  
Ho Bee Foundation  
Hua Yi Secondary School  
In Spring Pte Ltd  
Ikea Singapore  
InOut Atelier  
ISS International School Singapore  
ITE College West  
Juying Secondary School  
KidZania  
Kreativ Design & Projects  
Land and Transport Authority  
Leco Auto Pte Ltd  
Lee Foundation  
Lee Kim Tah Foundation  
Lee Kim Tah Holdings Ltd  
Life Point by the Society of Sheng Hong  
Welfare Services  
Living Waters Methodist Church  
M. M. Aviation Services Pte Ltd  
Mellford Pte Ltd  
Mentoring Alliance Singapore  
Meta Fusion Pte Ltd  
Ministry of Culture, Community and Youth (MCCY)  
Ministry of Manpower (MOM)  
Ministry of Social and Family Development (MSF)  
Mitsubishi Electric Asia Pte Ltd  
MODEC Offshore Production Systems (Singapore) Pte Ltd  
MSF Social Service Offices (Regional Services)  
Nan Hua High School  
NannyPro Pte Ltd  
Nanyang Constituency  
Nanyang Technological University Rotaract Club  
National Council of Social Service  
National Gallery Singapore  
National Institute of Education  
National Kidney Foundation Singapore  
National Library Board  
National University of Singapore  
National Volunteer and Philanthropy Centre  
National Youth Council  
Ngee Ann Polytechnic  
NHG - Institute of Mental Health  
Novena Point Pte Ltd  
NTUC Fairprice Foundation Limited  
Olive Tree Baby and Kids Clinic  
Olive Tree Estates Limited  
OneNine57 Pte Ltd  
Open Home Network  
Paya Lebar Methodist Church  
Peter Chew Clinic for Women  
Picture People Plan Pte Ltd  
Power98 Love Songs  
Professor Brawn Café  
Prudential Assurance Company Singapore  
Prudential Investment Team  
Q & M Dental Group (Singapore) Limited  
Queenstown Secondary School  
Redemption Hill Church  
Richfood Group Pte Ltd  
Shell Companies in Singapore  
Singapore Management University  
Singapore Polytechnic  
Singapore Prison Service  
Singapore Repertory Theatre  
Singapore University of Social Sciences  
Singapore Youth for Christ  
Spinergy Inc (S) Pte Ltd  
So Drama! Entertainment  
SportsCare Foundation  
Spring Wealth Trading Pte Ltd  
Squarepoint Operations Pte Ltd  
Stepping Stones Pte Ltd  
St Andrew's Nursing Home  
St John's St Margaret's Church  
SymAsia Singapore Fund  
Tan Chin Tuan Foundation  
Tanglin Trust School  
TBWA Singapore Pte Ltd  
The Flying Kick Asia Pte Ltd  
The Food Bank Singapore  
The Legal Collective Pte Ltd  
The Living Well  
The Majority Trust Ltd  
The Project J  
The UK Online Giving Foundation  
Toa Payoh East-Novena Grassroots Organisations  
Tote Board  
TOUCH Community Services Ltd  
Transicom Singapore Pte Ltd  
Ubin Living Lab, National Parks Board  
United Resources Marketing Services Pte Ltd  
UPLIFT  
UOB  
Warren Golf & Country Club  
Watson Farley & Williams LLP  
We the Citizen  
Wesley Methodist Church  
Westwood Secondary School  
Whispering Hearts Family Service Centre  
Whom Pte Ltd  
Wildlife Reserves Singapore  
Willing Hearts  
Yellow Octopus Pte Ltd  
Young Men's Christian Association (YMCA) of Singapore  
Youth Corps Singapore  
YOUTH Reach  
Zion Full Gospel Church



## Our Centres

### Jurong West Centre

Blk 516, Jurong West St 52  
#01-73, Singapore 640516  
☎ 6567-1908  
☎ 6565-6435  
✉ lfsjw@lakeside.org.sg

### Jurong East Centre

Blk 302, Jurong East St 32  
#01-22, Singapore 600302  
☎ 6564-9722  
☎ 6564-9422  
✉ lfsje@lakeside.org.sg

### Taman Jurong Centre

21 Yung Ho Rd, #03-01,  
The Agape, Singapore 618593  
☎ 6265-6522  
☎ 6265-6523  
✉ lfstj@lakeside.org.sg

### The GRIT Project - Children and Youth Centre

Blk 977, Jurong West St 93,  
#01-369, Singapore 640977  
☎ 6871-8727  
✉ thegritproject@lakeside.org.sg

### Kaki Kampong Seniors Wellness Centre

500 Corporation Road,  
#03-01, Singapore 649808  
☎ 6817-4187  
✉ kkseniors@lakeside.org.sg

### Safe Place

☎ 6817-4202  
✉ safeplace@lakeside.org.sg

## Our Student Care Centres

### Jurong West Centre

Blk 514, Jurong West St 52  
#01-18, Singapore 640514  
☎ 6567-7270  
☎ 6896-0516  
✉ lakesidescjw@lakeside.org.sg

### Jurong East Centre

Blk 302, Jurong East St 32  
#01-22, Singapore 600302  
☎ 6564-9677  
☎ 6564-9876  
✉ lakesidescje@lakeside.org.sg

### Operating hours:

7.00am to 7.00pm (Monday to Friday)  
7.30am to 1.30pm (Saturday)



Lakeside Family Services



@lakesidefamilyservices



@LakesideFamSvc



www.lakeside.org.sg