

Changing Cives, Ess Transforming, Hies Communities

CELEBRATING

25 YEARS

OF BEING
A SILVER LINING
IN THE
COMMUNITY

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ABOUT US

At Lakeside Family Services, we seek to change lives and transform individuals, families and communities, through a wide range of holistic services, so that people will find hope, healing and new ways of overcoming challenges in life.

MISSION & VISION

We at Lakeside fulfill our Christian responsibility to society by caring for the community.

We provide quality services, focusing 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.

Chairman's Message

We Serve With Compassion

018 marks Lakeside Family Services' 25 years of serving the community in Jurong.

As we celebrate our Silver Jubilee, we are grateful for the opportunity to have walked alongside over 7,000 beneficiaries annually, helping them surmount financial, social and personal life challenges.

Lakeside continues to assist distressed families, troubled youths, disadvantaged children, and the incarcerated. In addition, through Safe Place which was started this year, we also help women with unsupported pregnancies make life-giving choices.

Come 2019, we will have two new centres — one for children and youths and the other for seniors. Children and youths-at-risk will develop social skills and be meaningfully engaged in mentoring programmes. Seniors in the community will have a place where they can interact with other seniors to stay physically active and gain knowledge.

I would like to thank all Lakeside staff for their steadfast dedication, and all donors, volunteers and community partners for their unwavering support. May we continue to serve the needy and see lives transformed for many more years to come.

Andrew Tay

Chairman

We are grateful for the opportunity to have walked alongside over

7,000 beneficiaries annually

Executive Director'sMessage

Facing New Challenges

Te count our blessings as we celebrate Lakeside Family Services' Silver Jubilee this year.

In the past 25 years, Lakeside has striven to be a shining light in the local community. Having journeyed with over 80,000 beneficiaries, Lakeside has been bringing hope and comfort to all who have come through our doors.

Through the support of government ministries, fellow Volunteer Welfare Organisations, grassroots leaders, corporate partners and volunteers, Lakeside has been able to serve the community through a wide range of focused intervention programmes, annually helping more than 7,000 families and individuals in distress.

In the years ahead, Lakeside will focus on the following priorities: (i) prisons and addictions, (ii) children and youths-at-risk, (iii) senior citizens, (iv) women with unsupported pregnancies, (v) marriage and families, (vi) service learning, and (vii) educational psychological services. We seek to heal the brokenhearted and reconcile families split apart by incarceration and socio-emotional issues. We seek to restore and empower the next generation, to help them lead well-adjusted lives and contribute back to the community. We seek to honour and enrich the golden years of silver-haired seniors, and empower vulnerable women and children. We seek to strengthen the fabric of society through intensive marriage and family work. We will mentor and equip the next generation, nurturing the children and youths of the future.

In Acts 20:35, St Paul said, "In everything I did, I showed you that by this kind of hard work we must help the weak, remembering the words the Lord Jesus himself said, 'It is more blessed to give than to receive.'" At Lakeside, we will continue to walk in the footsteps of St Paul, to work hard, to help the weak, and give our best for others!

May you too be blessed as we serve the community together for the next 25 years and beyond. To God Be the Glory. The Best is Yet To Be!

Teo Tee Loon

Executive Director

Lakeside has been able to serve the community through a wide range of focused intervention programmes, helping more than 70,000

families and individuals in distress





Strengthening the Foundations of Society

Mending the Broken Family through Casework & Counselling

Over the past year, Lakeside served a total of **1,223** clients, a slight decrease of 3.8% over the previous year's 1,272. Of the 1,223 clients, 37% were new cases.

Of cases seen, financial assistance cases made up the highest number at 42.8% of the total caseload, though a slight decrease from the previous year (at 43.9%). Next highest were parenting and/or child management cases at 10% of the total caseload. Family and partner violence cases were at 7.9%, an increase of 0.4% from the previous year, followed by family issues cases and marital issues, both at 7.5% of the total caseload.



Lakeside served
1,223
clients

Coaching and Supervision of Professional Caseworkers

Often, presenting issues of clients are not the only issues they and their family face. Employment, marital, child management, or a combination of such issues are also present in a typical financial need presented initially. Similarly, a parent who is experiencing a child management issue may also be having marital difficulties.

At Lakeside, ensuring our professional caseworkers are fully equipped with relevant knowledge and skills is critical. In response to a growing case type trend, a full-day in-house training was conducted for caseworkers on both mental health and working with autistic children.

The Family Service Centre team has also adopted the use of the Social Work Accreditation and Advisory Board's "Social Work Supervision Guidelines" to continually enhance supervision and increase competency in clinical and casework management practice.

Casework and Counselling Statistics

Types of Cases Handled

Jun'17 - May'18

Case Type/Centre	JW	JE	Total
Elderly Issues	9	4	13
Employment / Career	8	4	12
Family Issues	59	33	92
Family Violence and Partner Violence	61	36	97
Financial Issues / Basic Sustenance	290	233	523
Addiction – Gambling and Drugs	3	2	5
Health Issues	4	0	4
Accommodation / Shelter Issues	40	28	68
Interpersonal Issues	20	5	25
Marital Issues	56	36	92
Mental Health Issues	15	41	56
Parenting / Child Management	62	61	123
Youth Issues	6	4	10
Others (Unidentified)	6	18	24
Behaviour and Emotional Issues	30	17	47
Caregiving and Childcare Issues	19	5	24
Disability Issues	1	1	2
School Issues	1	2	3
Sexuality Issues	2	1	3
Total	692	531	1,223





Jurong East

531

case type/centre

Total 1,223

Honouring & Enriching the Seniors

Kaki Kampong Seniors Wellness

Kaki Kampong Seniors Wellness serves seniors aged 55 and above who are living in Jurong East, Jurong West and Taman Jurong. We help seniors live dignified and fulfilled lives by:

- Empowering seniors with skills to contribute to the community
- Enabling seniors to age with dignity and meaning
- Enabling seniors to maintain a positive attitude and mindset
- Helping seniors keep physically fit, mentally alert, emotionally strong and spiritually enriched
- Helping seniors build healthy relationships with the residents in the community

Over the last year, we served 352 seniors, an increase of 23% from the previous year. The programmes are very well received, with 97% of the seniors saying they have been attending more regularly as they found the content interesting and relevant.

352 seniors served



Lakeside collaborated with Montfort Care on their *Good Death* project, and at the end of it, 28 seniors completed the Advance Care Plans with their EOL wishes made known to their loved ones.

- 1. Group photo of seniors volunteering at All Saints Home (Jurong)
- 2. Seniors at the photobooth

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I am very grateful to have been able to go through the ACP process with my husband as it allows us to get a better sense of what it is like to prepare for my future health and personal care.

- Wu Li Yun, 59

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The ACP session is very helpful. It has gotten me thinking about planning well (for my death) so that my children do not need to worry about me. I have also found comfort while going through the ACP process.

- Annie Lio, 67

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Honouring & Enriching the Seniors



Give & Be Filled

Give & Be Filled encourages able-bodied seniors to volunteer and empowers them to be engaged in the community. Our third seniors group volunteering day was organised in April 2018 at All Saints Home where 16 of our seniors participated in the Open House, preparing food and interacting with the residents of the Home.





in the community

6-Arts Interest Groups

A range of interest groups such as Chinese Painting, Tai Chi, and Sudoku are offered to seniors at Kaki Kampong Seniors Wellness to promote stimulation cognitively, physically and socially. A total of 130 seniors have since benefitted from the different interest groups.



Talks (e.g., health and wellness)

SESSIONS

Sharing sessions on news and social issues

Big group activities

Celebrations (e.g., festive days and birthdays)

SESSIONS

Group work (e.g., reminiscence & life stories) SESSIONS

Outings

TOTAL

Honouring & Enriching the Seniors

Forming a New Social Network

68-year-old Mdm Yee, a Malaysian, came to Singapore to live with her only daughter after her husband passed away. She was a foreigner in a strange land. With no friends or relatives, she would only go out when accompanied by her daughter as she feared losing her way. While passing by one of our offices, she chanced upon a registration sheet for a Sudoku class conducted by Lakeside's Kaki Kampong Seniors Wellness. With her daughter's encouragement, she signed up, embarking on a journey that would change her life.



For the past 3 years, Mdm Yee has been the earliest to arrive for Lakeside's seniors wellness programmes. Growing from a beneficiary to a volunteer, she is glad to run errands and prepare refreshments. She enjoys the company of her newfound friends, thus gaining a wider network of social support. Since then, she has learned to live more independently, and can now travel by public transport on her own. Today, she is happier, more confident and feels a great sense of fulfilment in her new home.



More Blessed to Give than to Receive

Mdm Lee, a 66-year-old, once described herself as timid and afraid to try new things. Her life has always revolved around her family, to the extent that she did not go anywhere other than the market. She is a faithful caregiver to her husband, who was diagnosed with Parkinson's Disease a decade ago. She also cares for her two school-going grandchildren.

Things began to change when Mdm Lee's neighbour invited her to Lakeside's seniors wellness programmes. Eventually, she took on active roles at Kaki Kampong, volunteering to chaperone a senior with dementia to programmes, hold cooking demonstrations, and help in fundraising.

Even though Mdm Lee plays a vital and physically draining role in caregiving at home, she is thankful for opportunities to help out at Lakeside. Not only has the learning process been positive and empowering, it has helped her to break out of an otherwise routine life. Looking back, she is glad she decided to step out of her comfort zone because her life has become more vibrant and colourful. In Mdm Lee's own words, "The more I give, the more joy I get."

Restoring & Empowering the Next Generation

Lakeside's Youth Services are geared towards rehabilitating youths-at-risk, including those who have committed offences. We also inspire them to develop their strengths and fulfil their aspirations. This year, we made an impact on 542 youths and their families.



Guidance Programme

Guidance Programme is a 6-month rehabilitative programme for youths who have committed petty offences. It is a platform for youths to resolve issues which might otherwise cause them to re-offend. Lakeside has helped 69 youths and their families through group work as well as individual and family counselling. Lakeside also works with schools, employment agencies, the police, and government ministries as part of holistic intervention.

Turning Sammy's Life Around

Sammy (not his real name) was deeply hurt by his parents' divorce. Seeking comfort from delinquent peers, he committed numerous offences. Through the Guidance Programme's counselling and group activities, he realised how his life experiences has left a negative impact on him. Having discovered new meaning in life, he became more focused on his goals and is now determined to lead a crime-free life. Sammy is currently striving to complete his 'N' Level examinations and wants to continue his education at the Institute of Technical Education (ITE).



Streetwise Programme

Streetwise Programme is a 6-month programme for youths who associate with gangs. It equips youths with life skills and steers them away from gang influence with group activities, individual counselling, and family counselling. Of the 18 youths helped, one has returned to share his experience and inspire current participants to pursue their goals in life.

John Breaks the Cycle of Violence

"I just don't like to stay at home." John (not his real name) grew up watching his family fight due to financial issues. He grew up believing violence was the way to solve problems. After a fight, he was placed in Streetwise Programme, where he learned healthy strategies to manage his anger. He realised the ill effects of gang involvement and has made an effort to stay away from gangs. John currently works part-time to alleviate the financial burden at home and is on track to completing his studies at ITE.



Triage

The Triage system identifies the needs of young offenders to provide appropriate intervention. Lakeside's Social Workers conducted Triage interviews for 322 youths.

38 youths and families were also linked to community resources such as counselling, after-school engagement activities and financial assistance.

Timely Help for Amo

After he was caught for theft, Amos (not his real name) attended a Triage interview. Lakeside learned that he had suffered from negative peer influence, and found it hard to say no to his peers. He was referred to enrol in a youth mentoring programme, where he learned how to choose his friends wisely. As a result, Amos was successfully diverted from the criminal justice system, and has not broken the law again.

Restoring & Empowering the Next Generation



Youth Venture

Youth-at-Risk Engagement Youth Venture is a 6-month outdoor
adventure programme for 13- to
17-year-old students, supported by
the Ministry of Social and Family
Development (MSF). The programme
also has casework and counselling
to help them develop character and
resilience. Lakeside engaged 34
students from 4 secondary schools,
who had shown at-risk behaviour.



Youth COP

Youth COP focuses on early prevention of youth offences by empowering youths-at-risk to become junior law enforcers. In collaboration with Fairfield Methodist Secondary School and the Singapore Police Force, 24 youths completed the programme, learning to manage their emotions and support law enforcement. 16 of them also completed a rigorous training curriculum to develop a positive image as Youth COP trainees.





Shell Aspire

Shell Aspire provides youths who are struggling academically with an experience of success. Youths who are struggling in school are given one-to-one subject coaching by an experienced tutor. In its pilot run, fully sponsored by Shell, 4 youths from disadvantaged families were given tuition in their subject of choice.

One of these youths is
Mohammad Aqil. His
mother was happy with his
improvement upon joining Shell
Aspire. She said to him, "Your
efforts made me feel so proud
of you. It makes me happy
knowing that your hard work
all this while has been fruitful."

Restoring & Empowering the Next Generation



Sports@Lakeside

Sports@Lakeside builds character and resilience in youths-at-risk through weekly sports training, bi-annual competitions, and mentoring with positive adult role models. The programme served 18 youths, aged 12 to 17. Lakeside staff use intentional discussions to instil positive values in the youths, and help them apply lessons learned during training to their lives.



reached out to students

and

parents from 3 secondary schools

SCHOOL SOCIAL WORK IN SECONDARY SCHOOLS

This year, Lakeside reached out to 19 students and 10 parents from 3 secondary schools with School Social Work. We ran group work programmes for students who have difficulties in school, family, and personal relationships. For example, students are steered towards positive character development through learning outdoor skills like navigation. We also ran parenting workshops to equip parents with the skills to engage their teens and help them understand teen development.



ENHANCED STEP-UP

Enhanced STEP-UP is a 12-month programme for students at risk of dropping out of school, as well as youths who are already out of school. 24 children and youths benefitted from this programme, which aims to help them return to school or find employment. Lakeside has been offering family intervention, career guidance, life skills training, referrals for financial assistance, and more.

Helping Ahmad Go Back to School

Ahmad (not his real name), 15, was expelled from school. Under the Enhanced STEP-UP programme, he was given a chance to return to school under conditional re-admission. Lakeside's caseworker also collaborated with the school to link him up with a running coach to help him participate in national competitions. The caseworker continued to counsel him and work with his parents to improve their parenting. In July 2018, Ahmad won second place for a running competition and will be returning to school soon.



Nurturing the Future

An Enriching Childhood with Lakeside Student Care

Lakeside Student Care (Jurong East and Jurong West) cared for 270 children in the past year. Children aged 6 to 12 receive care and supervision before and after school, when their parents are at work. Friendly staff provide meals, homework help, and enrichment programmes, and teach the children to be independent and responsible from an early age.



Shell Future Kids

20 children from disadvantaged families were part of the Future Kids programme, fully sponsored by Shell. Every week, these children receive one-to-one, or one-to-two tuition in Maths, Science, and English.

But it is not all work and no play. Shell volunteers also take the children on outings to places of interest, such as the Make the Future Singapore festival. Through these activities, children form closer bonds with volunteers who take an active interest in their well-being. In 2018, Lakeside and Shell welcomed our first batch of Shell Future Kids graduates.

Nurturing the Future

Collaborations

With Lakeside Student Care's partnerships with volunteering groups, children enjoy a variety of fun-filled experiences, including outings, celebrations, sports, and learning trips.

We thank the following organisations for their dedication to our children:
Anglo-Chinese Junior College,
ArKIDecture, Epson, Franklin
Templeton, Hwa Chong Institution,
Levi's, Ministry of Manpower, Nan
Hua High School, Lions Befrienders,
NUS High School, Singapore
Management University, Scientec
Consulting, Shell, Sentosa Shares,
St. Joseph's Institution, and Tan Chin
Tuan Foundation.

Jaden's Big Change

7-year-old Jaden (not his real name) comes from a single-parent family. His mother left him when he was very young. According to his father, Jaden used to behave violently. After joining Lakeside Student Care, he has become more cheerful and is not as easily angered. Jaden enjoys outings and outdoor playtime immensely. He also appreciated his birthday celebration with the Student Care, calling it "the best day of my life!"



SPARKS in Their Holidays

SPARKS kept 102 children, aged 7 to 12, meaningfully engaged during

school holidays. The programme promotes socio-emotional and cognitive development, and helps inculcate positive self-identity and good moral values. For example, the children were taught the values of compassion and generosity, which they practised by packing goodie bags and writing encouraging messages for students and staff of Lakeside Student Care.

School Social Work in Primary Schools

Lakeside collaborated with Juying Primary School to bring a workshop on communication and self-esteem to 60 student leaders, aged 9 to 12. Through games, group discussions and hands-on activities, the students learned to appreciate themselves for who they are.

Lakeside also worked with Jurong West Primary School to conduct the "Parenting Styles" talk in English and Mandarin. 22 parents benefitted from the talk, as they learned the importance of praising their children, while being firm with them.

LIGHTS Programme

LIGHTS has helped 27 children from 11 to 12 years old through their socio-emotional development. Conducted through fun activities, workshops and camps, this programme sees each pre-teen guided by mentors in small groups. It allows them space to share their stories and relate to their mentors as their role models. Through LIGHTS, pre-teens are able to reflect more deeply and express themselves better. They also feel more encouraged, with one pre-teen saying, "I hear my friends telling me not to give up, so I did not give up."

Nurturing the Future

Creative Arts Programme

During the year, 100 children and youths from Primary 1 to Junior College 1 enrolled in the programme, developing their artistic talents and interests through guitar, violin and dance sessions. 12 of the violinists went on to perform at Lakeside's Charity Dinner in October 2017 and Charity Golf Tournament in May 2018. They also performed with the Anglo-Chinese Junior College Strings Ensemble at Lakeside's Silver Jubilee Charity Gala in November 2018.



Educational and Psychological Services

Our Educational and Psychological Services (EPS) help children aged 4 to 8 from low-income families in their English Language through reading programmes, storytelling, crafts, audio visuals, songs, play, and phonics lessons. EPS served over 250 children in the past year.



One-to-one reading programmes

EPS served 31 students this past year with the Reading Diagnostic Intervention Programme. Every student is accompanied by a volunteer, bridging the gap for age-appropriate reading skills. Students who had 75% attendance and above showed remarkable improvement in their reading and academic performance. 40% showed improvement in basic reading while 30% showed improvement in spelling. An average of 51% showed improvement in Reading and Listening Comprehension.

Group-based reading programmes

This year, EPS served 39 children under the Senior KidsREAD Club. These 7- and 8-year-olds are given the opportunity to cultivate good reading habits through storytelling, crafts and independent reading.

Under the Shell-sponsored "I Can Read" programme, EPS helped 30 children aged 4 to 6 in their ability to read through phonics, audio visuals, hands-on manipulatives, storytelling and craft-making. Over 52% improved sufficiently to be able to read over 70 words.

Small Group Intervention

Supported by Shell, Midweek Session of Small Group Intervention is an English lesson reinforcing phonics concepts taught during the group-based reading programmes. 16 students were part of the Midweek Session programme. The students have shown consistent improvement from their previous level of reading. When the child of a Vietnamese parent joined in 2017, she was initially very quiet and unfamiliar with all letter sounds. After being part of the Midweek Session this year, the child has shown considerable progress. She is now able to speak fluently and read some words on her own. Her confidence has increased as a result.

Nurturing the Future

Toddler Playroom (Sparkletots)

A total of 14 toddlers participated in the Toddler Playroom programme this year. They were taught English through songs, play, and manipulatives. Pre-literacy and pre-numeracy skills were also taught to these toddlers. 65% are able to understand and follow instructions well while 90% participated in class activities enthusiastically. Due to developmental behaviour at this stage, only 30% are able to wait patiently for their turn or share things with peers. Teachers from Sparkletots commented that they have learned and picked up some teaching techniques and are hoping to implement it on their own as well.

Parenting Workshops

EPS conducted parenting workshops 4 times this year at both Student Care centres, in consultation with Ms Peggy Yee, an experienced Early Childhood Education Specialist. These workshops were for parents of children from lower-income families. With various auditory, visual, and kinesthetic activities taught, 100% of the parents found the workshop useful and 86% felt the workshop enhanced their knowledge and ability in helping their children.







Holiday Camps

In June, EPS organised 2 holiday camps. 29 children from the reading programmes, beneficiary families, and the community attended the Literacy Camp planned by 15 student volunteers from Singapore Polytechnic. This camp's theme was based on the movie "Baymax" that taught children English through games. 85% of the children enjoyed themselves thoroughly with new friends and learned how English can be fun. 90% learned and understood the importance of teamwork and 91% looked forward to attending similar camps in the future.

85%

of the students enjoyed themselves

thoroughly with new friends and learned how English can be fun

The second camp "Journeying around our neighbouring countries" saw 34 children between 6 and 11 years old participating. They learned about our neighbouring countries' way of life through games, song, dance and craft activities; they also learned simple map-reading skills. Over 90% looked forward to attending similar camps in the future.

Equipping the Next Generation

Building Leaders of Tomorrow – Agape Inspires

Agape Inspires (AI) engages, equips and empowers youths to lead change in community through mentoring and service-learning. AI's hope is to see young people live a life of service as "Leaders in Action", with a community of relationships as their network of support.

In the past year, Al engaged, equipped and empowered a total of 222 volunteers, involved 106 youths in service and made a difference to 473 people in the community.

Al has 3 main service-learning programmes: Expedition Agape (EA), Youth-Serve and Youth Corps Singapore.

222
volunteers

106
youths in service

473
people in the community



Expedition Agape

EA transforms and empowers teenagers facing challenging life circumstances through intentional mentoring by working adult volunteers, and a structured programme over 6 months developing the participants as "Leaders in Action". As part of the journey, the team serves and makes a difference to local and overseas communities in need. 57 youths are part of this programme and have served 200 individuals both locally and overseas. Parents, volunteers and youths surveyed commented that the EA experience has been beneficial.

Epson has been instrumental in EA's 2017 run, having sponsored the programme and co-organised events including baking, community service for children at Taman Jurong, and a fundraising event through baking and selling of muffins.



Healing the Brokenhearted, Reconciling Families

Youth-Serve

Youth-Serve provides mentoring, training and support for secondary school students to develop the knowledge, heart and skills to be community change-makers. Youths identified to be at risk or have behavioural problems in school learn what it means to give back to the community through Youth-Serve, and demonstrate change through their punctuality, responsibility and commitment. 50 youths are part of this programme and they have since served 60 individuals in the community. Of note are the dedicated student volunteers from Singapore University of Social Sciences (SUSS) who came alongside the youths to journey with them.

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My journey in Youth-Serve has been a fruitful experience for me as a volunteer and individual. Youth-Serve allowed me to learn new skills and get out of my comfort zone... The highlight was being able to meet new people and inspire the youths to be selfless. This can be seen from the youths taking initiative in planning a carnival for Lakeside's beneficiaries. It shows how our efforts at wanting them to be a leader and contribute to society has paid off.

- Masturah Malik, SUSS Volunteer

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Youth Corps Singapore

Lakeside is a partner of Youth Corps Singapore, which supports youths who are keen to serve the community. Through activities like mobile technology workshops for seniors, the youths are able to achieve certain outcomes such as forging inter-generational understanding and mutual patience using a relational approach.

Apart from driving service-learning programmes, Al also hosted a team of 16 students from Minneapolis during their visit to Singapore under their "Cultural Intelligence" module. Al shared how Lakeside through Al provides families and youths with support. Al also conducted home visits to the homes of 4 EA youths so the participants could be exposed to a typical home in Singapore and socialise with the youths directly. This was an eye-opener for the overseas delegates and an educational hosting opportunity for the Al team.

TJ Haven

Lakeside's TJ Haven envisions inspiring hope, support and reconnection while working with the incarcerated and their families through our in-care and aftercare programmes. Our dedicated team of counsellors, social workers, trainers and administrators are involved in the work of reconciliation, restoration and reintegration for these families.

Life-changing story from a participant...

We struggle to relate to others, even with our loved ones in the family. The Five Love Languages that I learned from the programme has helped me to rebuild the relationships with my family in a more loving way.

In-Care

The *Family Programme* group work aims to establish functional family relationships and to reduce risk of re-offending, by addressing the impact of incarceration and the significance of change. Participants acquire skills to manage their emotions, connect socially and eventually assume their responsibilities both within the family and community at large. We served a total of 2,275 inmates and 962 families through 135 runs of inmate sessions, 86 runs of family sessions and 112 runs of joint sessions. This is a 1.2% overall average increase in the number of clients served.

It is challenging for families to interact with their loved ones during incarceration. Hence, TJ Haven facilitates *tele-visits* at our Taman Jurong Centre. Situated in the west, families enjoy the accessibility of the centre and its serenity. We facilitated a total of 2,664 tele-visits, connecting 789 existing families and 188 new families.

served

2,275 inmates

962

families through 135 runs of inmate sessions

Healing the Brokenhearted, Reconciling Families

After-Care

Forming pro-social friendships that encourage positive growth is an essential step for stability. The *Overcomers Care Group* empowers ex-inmates to share their struggles and victories in a conducive and nurturing setting. Through the fortnightly meetings, we have built rapport with 10 participants and 12 family members.

Motivation from an overcomer and his wife...

It was hard for me to motivate myself to attend support group regularly. I thank my wife and children who have been coming to the meetings with me. Their presence is an encouragement.

My husband and children have been bonding well as a family.

Appreciation from an overcomer's sister...

My brother has been in and out many times. I really hope that he will not go back (to prison) anymore as he is not getting any younger. Through the support group and one-to-one counselling, I can see how he has made the effort to change. He has been stable outside for the longest time now.

Encouragement from a mother...

My son has previously attended other tuition programmes which he did not feel were beneficial. But here, he is more motivated to learn. The tutors explain concepts clearly so he understands and looks forward to coming for the sessions.

Gratitude from volunteers...

I'm glad to be able to be a positive influence on the children.

Thank you Lakeside for guiding us in our journey of tutoring. You really inspire us to make a difference in others' lives.



Mentoring the children

Upstream work is necessary for holistic intervention in the lives of inmates and their families. The weekly *Tuition Plus* programme renders academic mentoring to children with incarcerated family members. 14 children have been tutored by an experienced teacher and 19 Junior College volunteers. Some of these children expressed more confidence in tackling word problems in Maths and are better equipped in writing.

The Voice 'R' Us Club conducts workshops to provide socio-emotional support to children of the incarcerated. When families go through loss, children feel helpless and voiceless. The Voice 'R' Us Club is a safe platform for them to share their feelings and learn ways to cope with the loss. A total of 17 children participated in the December 2017 and June 2018 runs. We reached out to 23 family members from 14 families through the 2 family bonding events. When family members participate in the activities, they unite in creativity and strength to accomplish tasks together.



Healing the Brokenhearted, Reconciling Families



organisations

Overcoming Problem Gambling

SG²@TJ (Stop Gambling, Start Growing @ Taman Jurong) served a total of 20 clients comprising gamblers and affected family members. It also conducted 5 talks on problem gambling at various organisations.

Social workers from SG² @TJ had the opportunity to host delegates from Japan and Thailand in April 2017 and April 2018 respectively. The Japanese delegates came to better understand SG² @TJ work and safety measures put in place to help clients cope with life affected by gambling. The Thai delegates from the Center for Gambling Studies (Thailand) visited Lakeside for a similar mission. Such exchange of ideas and sharing of learning experiences has allowed both parties explore effective yet relevant solutions in better helping individuals struggling with gambling addiction.

Protecting & Empowering Vulnerable Women & Children

Safe Place

Safe Place aims to empower women and families facing unsupported pregnancies to make life-giving choices. Since February 2018, Safe Place has served more than 20 beneficiaries and families. Beneficiaries were referred from hospitals, Family Service Centres, Ministry of Social and Family Development, and through word-of-mouth.

Key services include individualised case management, counselling, imparting relevant skills and knowledge about pre- and post-natal wellness, mother and baby support, confinement support and respite care for pregnant women who need a temporary place to stay.

Safe Place has a pool of about 25 dedicated volunteers who provide our beneficiaries with confinement, baby care, emotional and practical training support.

Safe Place inspires women to take personal responsibility of their lives. By providing relevant information and resources, it helps mothers make informed choices for themselves and their yet-to-be-born children.



more than

clients
and
families

25 dedicated volunteers



Volunteering & Fundraising

Our partners play a significant role in helping Lakeside serve the community. We thank them for organising and sponsoring various events and excursions. Their contributions in volunteering and fundraising have enabled us to make a greater impact on our beneficiaries.



Shell Companies in Singapore

Shell Companies in Singapore have raised about \$120,000 for Lakeside Family Services through various fundraising events in the past year. Shell Amazing Raise 2017 saw 160 staff race around South West District, raising a total of \$80,000. They participated in obstacle courses, relying on their teammates to guide them through. Minister for Social and Family Development, Mr Desmond Lee, presented Shell representatives with handwritten cards from the children of Lakeside Student Care.

In 2017, the Shell Fund was also started to help the disadvantaged improve their chances of upward social mobility. It funds reading, tuition, and family bonding programmes for disadvantaged children, youths, and families.

Of note are the 20 children in the Shell Future Kids Programme, who benefitted from sponsored tuition

and educational outings, run by Shell staff. For example, Shell Lubricants Supply Chain volunteers ran immersive choose-your-own-adventure games for the children. The children enjoyed themselves immensely and learned valuable lessons like saving money, managing their time, and staving safe.



Lakeside children show their appreciation to Shell Lubricants Supply Chain volunteers

Shell Mass Jog 2018 was more than just another friendly competition. This year, 10 children from Lakeside Student Care took part in the Kids' 800-metre Dash segment, wearing t-shirts specially designed and gifted by Shell. The 3 fastest competitors was each presented a medal by Shell Singapore's Chairperson Ms Goh Swee Chen. It was both a fun afternoon for the children and an event that raised \$32,000 for Lakeside.

In addition, Shell staff have also given sacrificially throughout the year. Lakeside thanks Shell i-Volunteers, Shell Jurong Island, Shell Lubricants Supply Chain, Shell NEXUS, Shell Traders, and the Singapore Shell Club for bringing joy to our children, youths, seniors, and families through their contributions to various fundraising and volunteering efforts. We are grateful to Shell for their tremendous generosity and unwavering support!

Volunteering & Fundraising





Epson Singapore

In conjunction with Epson's 35th anniversary in 2017, Epson graciously donated \$35,000 in support of Expedition Agape (EA) — a 12-month programme targeting youths-at-risk aged 13 to 17, who come from low-income families. Through mentoring, group work and volunteering, the 11 participants, who have previously shown delinquent behaviour, have exhibited positive changes in their attitudes.

In December 2017, volunteers from Epson, together with youths and youth leaders from EA, organised a special Christmas party for children in the community. Through Epson's sponsorship, the children were able to enjoy sumptuous food, a magic show and ice-breakers. For some children, that was their very first Christmas party experience, while their parents got some respite from caregiving. This event has created many meaningful memories for both the beneficiaries and the volunteers.

Early 2018, Epson organised a trekking activity at MacRitchie Reservoir for 15 EA youths. Through scaling the challenging terrain, good friendships and bonds were forged between the volunteers and EA youths.

Lakeside would like to thank Epson for modelling proactiveness and generous support in the past year.

Tanglin Trust School

We are grateful for Tanglin Trust School's invaluable support for Lakeside's causes, particularly the children and youths. In the past year, they have raised over \$5,000 for the children of Lakeside. Our beneficiaries also received donations-in-kind such as Christmas presents and hampers for the children and seniors. Apart from monetary donations, Tanglin Trust School has also been involved in our Sports@Lakeside programmes, coaching our youths in basketball. We thank Tanglin Trust School for promoting help for youths, by youths, within the local community.





Fundraising Events

In 2018, the support of generous sponsors helped raise \$150,000 and \$430,000 through Lakeside's Charity Golf and Silver Jubilee Charity Gala respectively.



Management Committee & Directors

Management Committee

Mr Andrew Tay

Chairman

Mr Ng Wai King

First Vice-Chairman

Mr David No

Second Vice-Chairman

Mr Ow Chee Kee

Secretary

Ms Tan Wee Fong

Treasurer

Ms Ho Li Peng

Assistant Treasurer / Chairman HR Committee

Mr John Lim

Member / Chairman Fundraising Committee **Ms Seong Koon Wah Sun**

Member

Mr Charles Quah

Member (Up to 30 Nov 2018)

Mr Teo Tee Loon

Ex-officio

Lakeside Family Services' Directors

Mr Teo Tee Loon

Executive Director

Ms Belinda Koh

Director (Children and Youth Services)

Mr Edwin Quek

Director (Casework & Counselling)

Ms Grace Lee

Director (Educational and Seniors' Services)

Ms Jennifer Heng

Director (Safe Place)

Mr Jimmy Png

Director (Corporate Services)

Ms Kim Leon

Director (Community Partnerships)

Mr Lim Geok Huat

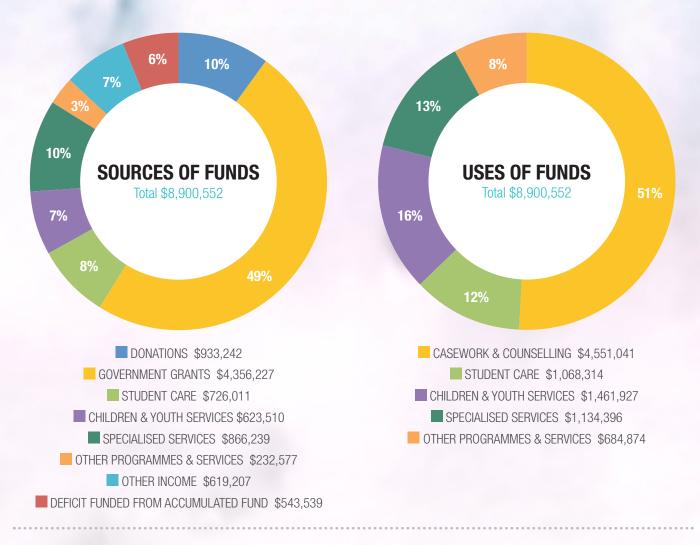
Director (Specialised Services)



Sources and Uses of Funds

Lakeside Family Services

Year ended: 31 Jul'18



- 1 There are no employees with emoluments above \$170,000 p.a. The income of the top three executives of the centre lies in the band of \$110,000 \$170,000 p.a.
- 2 Management Committee members do not receive remuneration and benefits for their services.
- 3 Lakeside's policy is for all staff and Management Committee members to make an annual declaration of potential conflict of interests.
- 4 The procedures for handling all conflict of interest are documented in Lakeside's Policy on Conflict of Interest.
- 5 Lakeside's Reserves Policy is to have a maximum of two 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.
- 6 Our banks are United Overseas Bank, Development Bank of Singapore, Maybank, CIMB Bank Berhad, Hong Leong Finance, Credit Suisse AG.
- 7 Our auditor is Tan & Teh, Chartered Accountants of Singapore.

Support Lakeside Family Services

DONATE

Aside from grants, Lakeside relies on donations to meet our yearly operating expenses. Through our programmes, we support over 7,000 beneficiaries annually. By donating, you are helping to pave the way for them to achieve breakthroughs in overcoming life challenges and enabling them to work towards self-reliance.

Support us by donating via:

http://bit.ly/donate-to-lakeside



All donations with a valid NRIC/FIN/UEN will be entitled to 250% tax deduction.



VOLUNTEER

Giving goes a long way at Lakeside. We journey with our families who are facing incarceration and problem gambling and empower them to stand strong. We organise events and activities to create opportunities for quality family bonding time. We put together programmes to engage youths to gather and grow. We provide student care and creative arts classes to ensure our underprivileged children are not neglected. We read to underprivileged little ones to bridge the gap and prepare them for school.

Whichever beneficiary group or interest area, you are likely to find it at Lakeside. Find out more on how you could volunteer here:

https://bit.ly/lakesidevolunteersignup

You may also email Ifstj@lakeside.org.sg or call 6265-6522 for more information on donating or volunteering.



Acknowledgements

Mr Tharman Shanmugaratnam, Deputy Prime Minister & Coordinating Minister for Economic and Social Policies, Member of Parliament for Jurong GRC (Taman Jurong)

Mr Desmond Lee, Minister for Social and Family Development & Second Minister for National Development, Deputy Leader of the House, Member of Parliament for Jurong GRC (Jurong Spring)

Ms Grace Fu, Minister for Culture, Community and Youth & Leader of the House, Member of Parliament for Yuhua SMC

Dr Amy Khor, Senior Minister of State, Ministry of the Environment and Water Resources & Ministry of Health, Member of Parliament for Hong Kah North SMC

Dr Tan Wu Meng, Member of Parliament for Jurong GRC (Clementi)

Mr Ang Wei Neng, Member of Parliament for Jurong GRC (Jurong Central)

Ms Rahayu Mahzam, Member of Parliament for Jurong GRC (Bukit Batok

Mr Yee Chia Hsing, Member of Parliament for Choa Chu Kang GRC

Ms Low Yen Ling, Parliamentary Secretary, Ministry of Education & Ministry of Trade and Industry, Mayor, South West District

Mr Tan Chuan-Jin, Speaker of Parliament

Mr Lim Boon Heng, Chairman of Temasek Holdings, Chairman of NTUC Enterprise Co-operative and Deputy Chairman of the Singapore Labour Foundation

Prof Fong Ngan Phoon, Saw Swee Hock School of Public Health, NUS

Mr Mark Lin, Special Projects (Eldercare), Montfort Care

5Stones Pte Ltd A Group of Philanthropists

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Committee Bukit Batok East Citizens' Consultative

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Jurong Central CCC / CDWF Jurong Central Citizens' Consultative

Jurong Country Club Jurong East Neighbourhood Police

Jurong Green Community Club Jurong Green Resident Committee Jurong Health Pte Ltd Jurong Junior College

Jurong Police Division Jurong Secondary School Jurong Spring Citizens' Consultative Committee

Jurong Spring Community Club Jurong West Neighbourhood Police

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Kingsville Pacific (Since 1978) Pte Ltd
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Smoocht
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SWTS Pte Ltd
Taman Jurong Citizens' CCC
Development & Welfare Fund
Taman Jurong Citizens' Consultative

Committee

Taman Jurong Community Centre
Tan Chin Tuan Foundation
Tanglin Trust School Ltd
Team Industrial Services Asia Pte Ltd

Teen Challenge (Singapore) TET Alliance Asia Pte Ltd The Community Foundation of Singapore The Esplanade Co Ltd

The Food Bank Singapore
The MoneySENSE-Singapore Polytechnic
Institute for Financial Literacy

The Shaw Foundation The Tanglin Club

The Wok People Pte Ltd
THK FSC @ Jurong
THK Senior Services @ Taman Jurong
Tiong Woon Crane & Transport Pte Ltd
Toa Payoh Methodist Church Toh Kian Chui Foundation

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(Dover Campus) University of Minnesota Unos Pte Ltd Village Consultancy Pte Ltd Wealth Hub Pte Ltd

Wesley Methodist Church Westside Anglican Church

Wing Tai Foundation
Wing Tuck Engineering Pte Ltd
WongPartnership LLP
Workforce Development Agency

Yellow Ribbon Fund

Yeoman Capital Management Pte Ltd YHS (Singapore) Pte Ltd YouPrintIt Pte Ltd

Youth Corps Singapore Youth Work Association of Singapore Yuhua Citizens' Consultative Committee

Yung Kwang Presbyterian Church



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122:0017 4107

EMAIL: kkseniors@lakeside.org.sg

SAFE PLACE

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EMAIL: safeplace@lakeside.org.sg

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EMAIL: lakesidescjw@lakeside.org.sg

Operating hours: 7.00am to 7.00pm (Monday to Friday), 7.30am to 1.30pm (Saturday)

LAKESIDE FAMILY SERVICES IS A MEMBER OF NCSS

Charity Registration No: 1294
IPC No: IPC000214
UEN: S97SS0022B







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