

ANNUAL
REPORT
2020 / 2021

*The power
to rewrite
our story!*



Rewrite

Resilience
Friendship
Love
Community
Perseverance
Courage
Strength
Care
Empowerment
Family
Joy



**Lakeside
Family
Services**

Changing Lives, Transforming Communities

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Well Done!



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 the 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

Values

Missional,
Competent,
Capacity-BUILDER,
Compassionate,
Christ-Like,
Outreach-Focused,
Team Ministry Oriented



Chairman's Message

"Not good enough... hopeless... cannot do anything." What happens when negative words or experiences become the foundation of someone's beliefs? As people internalise such messages, we see them playing out in real life. If someone believes he will never amount to anything, then he may think "What is the point of trying?"

But we have the power to rewrite our life stories. It is true that circumstances like the ones we are born into are beyond our control, but it is up to us to focus on what we can change. Lakeside empowers individuals from all walks of life to do so, especially those who feel powerless in the face of challenges. It takes tremendous courage and strength to rewrite that story: Unlearning harmful beliefs, kicking an addiction, healing familial relationships, and more.

The disadvantaged contend with numerous life challenges, which can wear anyone down. That is why we give opportunities and assistance to those in need, and foster communities where mutual support can flourish. We journey with our beneficiaries through ups and downs, reaffirming that they are capable and valued for who they are.

Though it is not easy, it is possible to write the story we want to see. We can create change, not just in ourselves, but in our communities too. My biggest thanks to our staff, volunteers, donors, and friends of Lakeside, for their faithful efforts are changing lives and transforming communities right before our eyes.



Andrew Tay
Chairman

Executive Director's Message

To our like-minded supporters, thank you for joining Lakeside in our mission and powering the change in our community. Though things have not been easy this year, we remain steadfast in providing support, intervention, and quality care for our beneficiaries.

Our Family Service Centres kept up with the community's needs through casework and counselling, the provision of necessities, and mental health support. We strengthened family relationships and educated parents on positive parenting. Children and youths found a safe space to learn and grow with us, while seniors benefited and contributed to a caring community. We journeyed with families affected by incarceration and mothers with unsupported pregnancies, giving them hope for the future.

This would not be possible without the giving hearts of our donors, partners, and volunteers. We are grateful for Shell, Epson, and Warren Golf & Country Club, and many others for their contributions to those we serve. Our sincere thanks to old friends and new, for believing in what we do and supporting our campaigns fundraising campaigns #ICAN_____ for children and youth services, as well as *4ward Together 4 Million Steps* for the incarcerated and their families.

We may not be able to right every wrong in the world, but we can touch the lives of those we come across. As the lives of Lakeside's beneficiaries, supporters, and staff intertwine, the story of our community takes a hopeful turn. Thank you for taking that step with us. To God be the glory, the best is yet to be!



Teo Tee Loon
Executive Director

Strengthening the Foundations

1,386

individuals and families served

31.4%

new clients

TOP ISSUES



32.5%
Financial



9.3%
Accommodation/
Shelter



9.7%
Family Violence



9%
Mental Health

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.

Community Outreach

Despite the restrictions due to safe management measures, we have been able to work with different stakeholders to provide crucial sustenance in the form of food rations and gifts to needy families. We are grateful for donors, volunteers, and organisations who have provided generous support.

We organised a training session with Residents' Committee (RC) volunteers on the assessment of mental health conditions and conducted a workshop on mental health and caregiving with our stakeholders.

Our Research

In collaboration with the National University of Singapore, we embarked on a 3-year research study titled "Perspectives of Long-Term Clients with Low Income in the Family Service Centre". We found that shame is a main theme of the participants' self-perception, and this demonstrates the importance of how workers can adopt a shame-informed practice.

In the 5th International Conference on Practice Research, we shared our preliminary findings with hundreds of delegates. We were delighted to connect with the global practice research community and contribute to policies and practices that respond to our most pressing social concerns.

Group Work

We conducted 4 online sessions of "Parents with Children" group work. 16 parents got to know themselves more and gained a better understanding of teenagers and their needs, learning how to relate to them.

In June 2021, we ran group work for children aged 10 to 12 from divorced or separated families. Our aim was to help these children process their emotions, come to terms with the changes in their families, and be the best they can be.



In response to mental health being among the top three concerns highlighted by residents in needs assessments, we worked with the Jurong Spring Mental Wellness Committee and our partners to organise a virtual sharing on cognitive and mental health. It was a fruitful time of engagement for Mr Shawn Huang, Member of Parliament for Jurong GRC, and 70 Jurong Spring residents.

Types of Cases Handled


Case Type / Centre	Jurong West	Jurong East	Total
Accommodation / Shelter Issues	52	77	129
Addiction - Drugs, Gambling, Others	5	2	7
Behavioural Issues - Children, Youths	14	11	25
Caregiving / Childcare Issues	24	25	49
Disability Issues	1	0	1
Elder Abuse - Financial	1	0	1
Elderly Issues	7	7	14
Emotional Issues	57	62	119
Employment / Career	3	8	11
Family Issues	36	47	83
Family Violence	58	77	135
Financial Issues	231	219	450
Health Issues	2	3	5
Interpersonal Issues	9	7	16
Legal Issues	2	1	3
Marital Issues / Extramarital Relationship	29	59	88
Mental Health Issues	55	70	125
Parenting / Child Management	43	50	93
School Issues	2	5	7
Sexuality Issues	1	0	1
Youth Issues	11	2	13
Others	3	8	11
Total	646	740	1,386



At Jurong East, we saw a 38% increase in the number of families served compared to the previous year. The highest increases in case types were seen in families who had emotional issues, family issues, and issues with caregiving, parenting, mental health, and family violence.

Staff were supported through supervision and training to manage the large increase in caseload and the intensity of risk and safety concerns for vulnerable children and adults. Centre Managers and Supervisors ensured that staff continued to receive training in different psychotherapy frameworks to handle a variety of cases.

Supporting & Equipping Parents

 **1,165**
parents
served by Parenting
Support Programme (PSP)

 **16**
primary
schools

 **19**
secondary
schools &
junior colleges

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

The wide range of evidence-based, prevention-oriented parenting programmes empower parents to raise their children with proper guidance and support. When parents see successful outcomes from implementing parenting tips and strategies, they understand the importance of active and positive parenting for a child's healthy development.

Programmes	Description	What Lakeside does	Impact
Triple P Level 2 (L2)	<ul style="list-style-type: none"> Teaches parents simple and practical strategies to manage children's behaviour Builds strong, healthy relationships and prevents future behavioural problems 	3 sessions of parenting talks, conducted as public seminars	940 parents attended all 3 sessions
Triple P Level 3 (L3)	One-on-one help or coaching for parents who face difficult parenting issues regularly	4 individual consultation sessions (45-60 mins each)	209 parents completed L3
Triple P Level 4 (L4)	Intensive training for parents to learn a variety of parenting skills for different situations	<ul style="list-style-type: none"> 5 small group sessions 3 individual phone consultations 	6 parents completed L4
Signposts	<ul style="list-style-type: none"> Helps parents understand and manage children's difficult behaviours Prevents further development of behavioural problems 	5 small group sessions	10 parents completed Signposts

"Triple P provided much insight into our parenting styles and how we could adjust accordingly. The facilitator was skillful in the way she guided us in parenting our Primary 4 child. This enabled us to openly share the fears and challenges we faced in our parenting journey. A big thank-you for the enriching sessions!"

"My husband and I highly recommend parents who want to improve parent-child relationships or those who are struggling with their teens or tweens to join Triple P. We were not able to believe that in a mere 1 month, we were able to connect with our 14-year-old better and address some of the concerns we had for years."

Mr Tan, Mdm Wong

Beneficiaries, Parenting Support Services



Honouring & Enriching Seniors

396 seniors

Kaki Kampong Seniors Wellness (KKSWS) seeks to help seniors live an active and fulfilling life. Through our programmes, we journey with seniors as they take charge of their lives and improve their well-being. KKSWS also provides ample opportunities for seniors to use their time and skills to serve other vulnerable seniors in the community.

Programmes

CELEBRATIONS

180 participants
1 session each



Chinese New Year celebration

Christmas celebration



Parents' Day celebration

INTEREST GROUPS

310 participants
263 sessions



Art & Music

Art and Craft, Chinese Painting (Beginner & Intermediate) & Ukulele

Education

Conversational English, Talks, Smartphone Workshop



Exercise

Morning Exercises



Recreation

Good Men, Happy Hour, Vibrant Lakeside



Due to COVID-19, most of our programmes had to be conducted virtually. Our seniors adapted well to the change as they picked up new applications so they could learn and stay active through our programmes held on Zoom. We are glad our programmes were well-received, with much positive feedback from the seniors. Plus, it is encouraging to see online attendance for Happy Hour was almost double that of in-centre sessions!

Senior volunteers also assisted and facilitated online programmes like English lessons, art and craft, games, singing, and exercises. To do so, they had to learn various Zoom functions to engage their fellow seniors virtually.

Towards the end of 2020, we were able to run some small group activities at the Kaki Kampong Seniors Wellness Centre. We started a hybrid model for some programmes, which enabled seniors without smartphones or WiFi to join us in person, while the other seniors participated via Zoom.



Back at the centre, seniors enjoy a spring-themed art and craft workshop.

Learning Ukulele

24 seniors in ukulele classes

Our senior volunteers learned to play the ukulele, which helps to enhance their cognitive function and build their confidence. Learning this musical skill also creates opportunities for them to bring joy to others through music.



Senior volunteers in ukulele classes sponsored by the Council for Third Age.



Becoming Smartphone Savvy

49 seniors in smartphone workshop

We collaborated with River Valley High School students to teach our seniors how to use basic smartphone applications. They learned to use WhatsApp and Facebook to engage with friends, and apps like SG Transport and Google Maps to get around. They also explored useful smartphone functions like Calendar, Reminders, and even learned to make photo slideshows for sharing during Zoom programmes!



Being in her 80s does not stop Mdm Pang from actively contributing to the community. She was a full-time caregiver for 23 years, caring for her husband after he suffered a stroke. When her beloved husband passed on, she found comfort and joy at KKSWS learning new skills like playing the ukulele and how to use

a smartphone. She also finds the art and craft sessions therapeutic. Before long, she built a good rapport with other seniors, which strengthened her social support.

A familiar face at the centre for the past two years, Mdm Pang has been cooking meals for vulnerable seniors in the community. She also chaperones seniors with mobility issues so they can participate in activities. She shared, "Volunteering became the cure for my grief and it has helped me to stay positive."

Mdm Pang
Beneficiary & Volunteer, KKSWS



Since retiring in 2015, dynamic couple Mr Tio, 81 and Mdm Ang, 71, have enjoyed the activities at KKSWS and made plenty of new friends. Having gained much joy and insights from the programmes, they wanted to share what they have learned with the community. The creative Mdm Ang engaged the seniors in art and craft while Mr Tio helped to organise games and activities. The couple was thrilled to be part of the team conducting fun activities for nursing home residents as volunteering brings fulfilment to their lives.

In recent years, they faced some health issues. However, they stayed positive and remained in close contact with their senior friends. Our staff and volunteers have also been encouraging them through this difficult time. Meanwhile, they are glad they can participate in our online programmes from home. Now, their hope is to become physically stronger and return to volunteer with us again.

Mr Tio and Mdm Ang
Beneficiaries & Volunteers, KKSWS

Restoring & Empowering The Next Generation

512
children
served



247
youths
served

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.

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

The GRIT Project

175 children
in TGP

70 youths
in TGP

The GRIT Project (TGP) is a Children and Youth Centre based at Nanyang. It nurtures and equips a caring generation to serve the community and addresses the needs of disadvantaged children and youths aged 5 to 18.

TGP seeks to instil GRIT values in young people – Grace, Respect, Integrity, and Tenacity – all of which lead to grit! We aim to provide a safe space for self-discovery and empowerment for children and youths through mentoring so that they grow to be confident, competent, connected, caring and of good character, and make good choices.



Through physical and online programmes, we served and reached out to more than 200 children and youths.

Programmes	Description	What Lakeside does	Impact
The GRIT Hub+ (Sponsored by Shell)	<ul style="list-style-type: none"> Weekly drop-in for 7- to 12-year-olds Community and home away from home for children to grow with mentors 	Provide academic coaching, supervised playtime, and thematic activities	91 children
SPARKS (Sponsored by Shell)	<ul style="list-style-type: none"> School holiday programme for 7- to 12-year-olds Promotes socioemotional and cognitive development, positive self-identity, and good values 	Engage children with workshops and experiential learning	66 children
The GRIT Squad (Collaboration with Cheerleading Federation Singapore)	<ul style="list-style-type: none"> Community sports cheerleading for 11- to 14-year-olds Inculcates discipline and resilience 	<ul style="list-style-type: none"> Cheerleading, gymnastics, and stunts with CheerForce Singapore coach and mentors Conduct mentoring sessions 	<ul style="list-style-type: none"> 4 children and 2 youths 8 mentors
Sports@TGP (Futsal)	<ul style="list-style-type: none"> Sports programme for 11- to 14-year-olds Uses futsal to teach life values and connect mentors and youths 	<ul style="list-style-type: none"> Conduct futsal training with coach and group mentoring Help develop competence and self-confidence 	<ul style="list-style-type: none"> 4 children and 6 youths 7 mentors

Programmes	Description	What Lakeside does	Impact
The GRIT Hub	<ul style="list-style-type: none"> Weekly drop-in for 12- to 18-year-olds Provides a space to have fun, make friends, and be meaningfully engaged 	Provide a safe space for youths to relax, talk about their struggles, meet new friends, and bond over games	12 youths
Sports@TGP (Badminton)	<ul style="list-style-type: none"> 8-month sports programme for 13- to 17-year-olds Inculcates sportsmanship and discipline, supports youths facing challenges 	<ul style="list-style-type: none"> Conduct badminton training with coach and mentoring sessions Youths participate in community service-learning and tournaments 	<ul style="list-style-type: none"> 18 youths 12 mentors
The GRIT Academy (TGA)	<ul style="list-style-type: none"> 10-month mentoring programme for 14- to 16-year-olds to grow in character and personal leadership Journey of self-discovery and personal strengths for youths, who are guided by mentors 	Run experiential activities emphasising self-exploration, mentoring, and resilience-building	<ul style="list-style-type: none"> 22 youths 24 mentors
School Social Work	<ul style="list-style-type: none"> School-based customised group work sessions Helps students improve interpersonal skills 	<ul style="list-style-type: none"> Teach and conduct group activities and discussions Equip students with socioemotional knowledge and skills 	<ul style="list-style-type: none"> 10 children from 1 primary school 10 youths from 1 secondary school

The GRIT Hub+

10-year-old Nigel used to disregard instructions at times, even when there were structured activities going on. When we addressed this with him, he would stay quiet and unresponsive. Over time, we changed our approach and engaged him individually, such as bringing him along to get refreshments or involving him in logistical tasks – opportunities he really enjoyed. These occasions allowed us to talk to him and praise him. With the rapport built, he became less disruptive and more open to listening.

Nigel
Beneficiary, The GRIT Hub+



SPARKS

During SPARKS, the children learned about the benefits and dangers of positive and negative peer pressure, and the practical steps they can take when they encounter peer pressure. In another session, they learned to recognise, respect, and respond appropriately to differences between people. Some of the children became more confident communicators or displayed maturity by being more proactive and helping their peers out.



The GRIT Squad



With help from volunteers, the children crafted puppets to put up their own puppet show, demonstrating what they learned about peer pressure – an unforgettable and rewarding experience at SPARKS!

Sessions of The GRIT Squad included mentoring so we could help the participants translate the shared experience during cheerleading training to their real lives. As part of safe management measures for indoor sports, groups were kept 3 metres apart.

The GRIT Hub



Using the Developmental Relationships Framework, our mentors seize every opportunity (e.g., playing video or board games) to empower, support, and mentor youths. Staff frequently interact with youths and look out for those who display at-risk symptoms, such as self-harm or irregular school attendance.

Faced with friendship, relationship, and identity issues, teenager Kenny was in a dark place. Feeling abandoned and despised by all his friends, he contemplated ending his life. We welcomed Kenny to The GRIT Hub, where he felt safe confiding in a TGP staff. Over a few months, we journeyed with him every week, providing casework and counselling to help him through his struggles. Eventually, Kenny went on to make friends in National Service, and joined one of our mentoring programmes.

Kenny (not his real name)
Beneficiary, The GRIT Hub

The GRIT Academy

With coaching from mentors at The GRIT Academy, the youths discovered new strengths about themselves and are guided to use them for the good of others. Other than mentoring youths in Nanyang, we rolled out new mentoring programmes targeting 11- to 17-year-olds at the Boon Lay rental estate.

We conducted several rounds of neighbourhood outreach in Boon Lay to identify youths who could benefit from mentoring. As a small group of regular attendees emerged, the youths opened up about their lives and struggles. Some of them expressed they felt a sense of belonging in The GRIT Academy.

School Social Work

For younger students, we ran group work on socioemotional management skills. Older students benefited from the Life Venture (Multiple Intelligences) programme, where they could discover their strengths and values in a safe group environment. With peers and caring professionals, they identified their strengths and values, and learned how to use those to achieve their personal aspirations.

Sports@TGP (Futsal and Badminton)

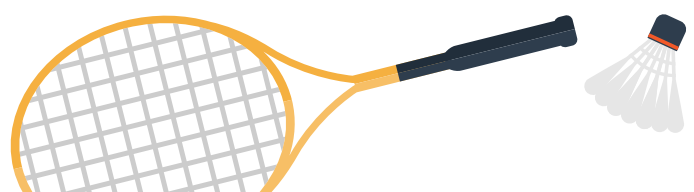


During badminton training, the shared court experience and mentoring sessions allowed for staff and volunteers to facilitate deeper conversations. This supported the youths through challenges, enhanced their coping skills, and broadened their perspectives about work, relationships, and life. During Phase 2 (Heightened Alert), online sessions were crafted to resemble in-person segments to maintain a consistent structure and sense of familiarity for the youths.

Mentors also joined the youths for futsal, which enabled them to build strong connections with and impart meaningful life experiences to the children and youths. Despite the pandemic, the love for the sport never ceased as they continued to bond over drills and weekly meetups. When the futsal court had limited capacity, Coach Dean and the mentors came up with innovative 5-player matches instead.



"I really love that this programme provides a platform for youths to connect with mentors. We gained something precious as well: the bonds forged through physically intensive training."
– Jason, Volunteer Mentor, The GRIT Project



Integrated Service Provider

177 youths in ISP

Lakeside was appointed by the Ministry of Social and Family Development to run Integrated Service Provider (ISP) programmes for youth offenders and youths-at-risk. Case management, counselling and groupwork helps them learn from their mistakes and mend their ways. They gain the awareness, knowledge and life skills needed to avoid similar risky situations.

Due to safe management measures, sessions and Triage interviews were done mainly through video conferencing. With physical activities drastically reduced, caseworkers maintained consistent contact with youths and their families via Zoom and telephone counselling.



Programme	Description	What Lakeside does	Impact
Guidance Programme	6- to 12-month programme for youths with minor offences or low levels of involvement in offences	<ul style="list-style-type: none"> • Help youths make the right choices to lead a crime-free lifestyle & recognise offenses as criminal acts • Teach youths pro-social ways of solving problems and conflicts • Assist youths in being meaningfully engaged with school or work • Support youths in forming healthy relationships 	31 youths
(Enhanced) Streetwise Programme	6-month programme for youths who associate with gangs or play a minor role in gang-related offences	<ul style="list-style-type: none"> • Help youths make a fresh start in life • Provide individual and family counselling, groupwork 	2 youths
Triage	Assist police in investigations by interviewing young offenders	<ul style="list-style-type: none"> • Recommend appropriate intervention to address youths' needs • Build positive parent-child relationships • Refer families with social or financial issues to community resources • Help parents improve parenting skills 	54 youths
Triple P	Family support strategy for parents of young offenders		9 youths
Enhanced Step-Up	12-month support programme for students at risk of dropping out and youths who are out of school	Help youths return to school or find employment through family intervention, career guidance, and life skills training	65 youths
Post Care	Follow-up programme for youths who have completed ISP programmes	Help youths maintain progress made by providing emotional support and advice, and linking them to community activities and career guidance	16 youths



Ruth (not her real name)
Beneficiary, ISP

Struggles with social anxiety and self-harm made it difficult for Ruth to attend school, leave the house, or meet her caseworker. Hearing her needs, her caseworker equipped her with the skills to manage her issues and referred her to a Lakeside Family Service Centre psychologist for further assessment.

As she became more confident, she decided to pursue private education in a small class. Ruth's caseworker helped her prepare for the entrance interview and was there for her as she successfully completed it. Her family was also motivated to attend counselling to improve their relationship. This year, Ruth will be graduating with her N Level with a supportive family by her side.

Nurturing the Future

220 children in
**Lakeside
Student Care**

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



Collaborations

Lakeside partners with volunteering groups to bring the children a variety of experiences. These partnerships provide meaningful and fun-filled learning opportunities for the children and volunteers alike.

A big thank-you to volunteers from United Overseas Bank, Nanyang Technological University, Singapore Management University, and Hwa Chong Institution for an exciting year of activities like arts and crafts, learning about science, life matters, local food, animals, seeing the world, and more.



Following last year's introduction to chess, MasterChess volunteers taught the upper primary children new tactics to up their game during the school holidays. These days, they eagerly pull out chess sets during their free time.

Future Kids

Through the Future Kids programme, volunteers from Shell Companies in Singapore's Lubricants Supply Chain, contributed to the children's holistic development by organising educational experiences.

To highlight the importance of recycling, Shell volunteers guided the children in making personalised pencil holders. To learn about sustainability, the volunteers taught them to grow their own vegetables by building an aquaponics system. The children were thrilled to pot the plants, feed the fish, and harvest the vegetables. The enjoyable experience came full circle as they got to taste their harvest prepared by the Student Care's cook.



Through these activities, children form closer bonds with Shell volunteers who take an active interest in their well-being.



We are also grateful to sponsors for blessing the children and their families with vouchers, gifts, snacks, and necessities like Vitamin C, face masks, and hand sanitisers. Special thanks to Applied Materials, Far East Organization, Levi's, Ministry of Manpower, and UnionPay.

Wei Zhen was struggling with reading and homework, especially spelling. When encouraging him, Lakeside Student Care teachers would hear him say "I cannot". They observed that he might have dyslexia. As his parents sought professional support, Lakeside teachers also patiently familiarised him with difficult words, tracked his weekly spelling, and provided him with more guidance. These days, he consistently scores full marks in spelling, and has even received the Good Progress Award at school!

Wei Zhen
Beneficiary, Lakeside Student Care

Reading Intervention Services



RIS programmes are made possible with the help of dedicated volunteers.

117 children in RIS



Lakeside's Reading Intervention Services (RIS) provides reading programmes to help children improve their reading and writing skills. Sessions are held with small groups and modified paces of instruction to meet individual needs and learning styles. Children develop self-esteem and gain confidence when they learn the skills and strategies for reading, writing, comprehension, decoding, and speaking.

Due to the pandemic, RIS sessions have been moved online since April 2020 to minimise learning disruptions.

We would like to thank our volunteers for conducting literacy camps on Zoom for 75 children, which provided fun and relevant learning opportunities during school breaks. 47 children from various RIS programmes were also treated to a virtual Christmas party. They got to make friends, enjoy games and craft activities, and received gift vouchers sponsored by a volunteer.



Programmes	Description	What Lakeside does	Impact
We Can Read (Sponsored by Shell)	For 4- to 8-year-olds from low-income families, who have reading difficulties	Help children acquire the skills and strategies to improve their reading and writing skills, thereby increasing their self-esteem and confidence	117 children
kidsREAD (Sponsored by National Library Board)	For children from low-income families	<ul style="list-style-type: none"> Promote love of reading, cultivate good reading habits and values Read stories, conduct story-based games and crafts 	66 children
Buddy Reading	For Lakeside Student Care children	Help children be successful at school through reading and mentoring sessions with their Buddy Reader	23 children
Individual Educational Plans for special cases	For primary school children with or at risk of specific learning difficulties	Provide effective one-to-one intervention with targeted goals	14 children
Com'PEN'ionship creative writing programme	For Primary 1-3 children in our reading programmes	Help children enhance creative writing skills through thematic letter writing and make friends by exchanging letters with volunteer pen pals	46 children
Parenting workshop	For parents of children in RIS	Help parents learn parenting tips and techniques and discuss their parenting challenges	18 parents



100%
of children
have progress in
reading skills

97%
of parents
satisfied with the
programme



90%
overall
improvement
in learning attitudes
and behaviour

At just 6 years old, little Katherine represents hope for her family. They receive support from Lakeside FSC for financial and family issues. At home, she is cared for by her grandmother, who is illiterate and unable to speak or write English.

Thankfully, Katherine is a bright girl who made immense progress in literacy after joining We Can Read for over 2 years. She learned to blend short and long vowel words and now reads at a Primary 2 level. She has grown in confidence and is able to answer questions and comment on stories. She is also in the kidsREAD programme, which provides free storybooks and activity books from the National Library Board.

Katherine's grandmother noted that she could read better than many of her classmates, and hopes she would get a good education and succeed in life. With a strong foundation in reading, she is on her way to fulfilling her grandmother's dreams of creating a better life for herself and her family.

Katherine (not her real name)
Beneficiary, RIS

We Can Read

As literacy is the foundation of learning, it is of utmost importance that children acquire a good grasp of reading and comprehension early on. Otherwise, their inability to follow the pace of learning will only snowball as they grow older. Sponsored by Shell, We Can Read enables young children to read and write at an age-appropriate level.

We have seen 100% of children progress to the next level in the acquisition of reading skills and strategies by end-2020. 97% of parents surveyed indicated their satisfaction with the programme, and 90% observed overall improvement in their children's learning attitudes and behaviour.

"Volunteering with the Buddy Reading programme since 2015 has been one of my most rewarding life experiences. It has been an inspiration for me. It is a good way to learn about the local way of life and customs, give back by helping the children improve in reading, and meet wonderful people!"



The children so look forward to their sessions, and it is such a delight to see their progress with each passing year. We receive thoughtful gifts around Teacher's Day, attend volunteer training sessions and Volunteers' Appreciation Day, where it's always a pleasure to meet like-minded volunteers in the Lakeside family."

Anne
Volunteer, Buddy Reading



We Can Read encourages children to love stories and enhances their love for reading so they can be lifelong learners.

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 after-care programmes. We foster reconciliation, restoration, and reintegration by inspiring hope, reconnecting families, and journeying with them through challenging times.

Financial assistance is essential for these families to tide over difficult times. 35 ex-inmates received a total of \$10,500 from Lakeside's Caring Amidst COVID-19 Fund. Others were linked to resources like laptops and online tuition. Additionally, we issued 72 Restart Kits with supermarket vouchers and transport fare cards and 90 Refresh Kits with toiletries.

Case Management Service (CMS)

For 14 months, Lakeside provides CMS for inmates under Community Based Programmes like the Day Release Scheme and Work Release Scheme (WRS), where they are employed and return to the camp in the evenings. Case managers work closely with them and their families, providing support and counselling. With guidance from case managers, inmates overcome challenges by managing their finances and building resilience, which are essential for successful reintegration.

Lakeside Family Resource Centre (FRC)

FRC provides information and referral services for (ex-) inmates and their families. We support inmates 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.

Service	What Lakeside does	Impact
Tele-visit	<ul style="list-style-type: none"> • Teleconferencing service at Lakeside's office for families to connect with loved ones in prison • Provide comfortable, cosy, safe environment with support services 	<ul style="list-style-type: none"> • 1,189 Tele-visit sessions • 1,024 families • 76 new users
Lakeside Family Resource Centre	Connect (ex-)inmates and families to financial and information resources	<ul style="list-style-type: none"> • 1,082 referrals from prisons • 278 inmates & families assisted with Yellow Ribbon Emergency Fund
Release Preparation Programme (RPP)	Impart life skills to inmates and guide them in setting goals and action plans for reintegration	<ul style="list-style-type: none"> • 1,980 inmates over 132 RPP sessions • 370 inmates completed Risks & Needs Assessment
Case Management Service	Case management to support and counsel inmates and families	217 cases

Nasir has been in and out of prison since 1983. Without motivation and support, he would feel lost each time he completed a sentence. Since being emplaced in the WRS, he began to find a sense of purpose. He appreciated that his case manager was willing to journey with him and his family in a non-judgmental way. Through the sessions, he learned the importance of reconnecting with his family.

The family also received timely help with items such as kitchenware and a laptop for home-based learning. Now, Nasir is determined to be a source of inspiration to his family and other ex-offenders.

Nasir (not his real name)
Beneficiary, CMS

Protecting & Empowering Vulnerable Women & Children



Safe Place

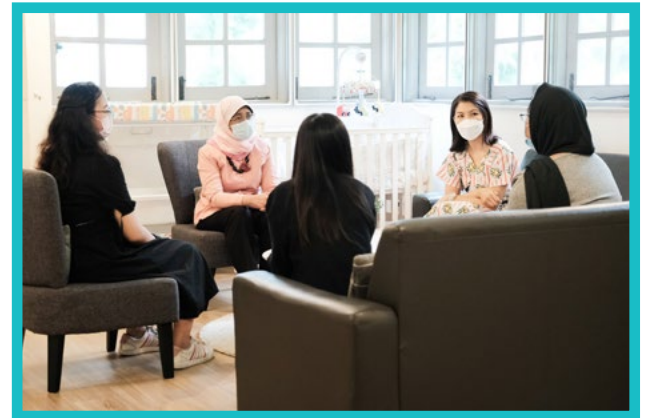
Safe Place empowers women and families with unsupported pregnancies to make life-giving choices. We serve all mothers regardless of marital status, age, income level, race, and religion.

Objective	What Lakeside does
<ul style="list-style-type: none"> • Help women take personal responsibility & ownership of their lives and situations • Provide relevant information & resources for women to make the best choices for themselves and their child • Help women view parenthood & their future through the eyes of hope 	<p>Case management, counselling, pre- and post-natal equipping, community networks, referrals, temporary accommodation</p> <ul style="list-style-type: none"> • Run the Baby Safe scheme, which provides eligible mothers with baby essentials for a minimum of 1 year: <ul style="list-style-type: none"> - Diapers, feeding necessities, clothes, breast pumps, baby carriers, strollers

146
mothers served

13
mothers stayed at Safe Place

36
babies born



⬆ The mothers shared their stories with Mdm President, giving her insights on how the community gave them hope for the journey ahead.

Over the past year, Safe Place is proud to have hosted President Halimah Yacob, Mdm Rahayu Mahzam, Parliamentary Secretary, Ministry of Health, and Ms Sun Xueling, Minister of State, Ministry of Education and Ministry of Social and Family Development. Each visit included an introduction to Safe Place's services, a tour of the residential respite, and opportunities to interact with beneficiaries.



Pamela, 25, is a non-residential beneficiary of Safe Place who gave birth in 2020. Being pregnant during a pandemic proved both enjoyable and challenging for her. Rejected by multiple potential employers due to her pregnancy, she decided to start her own home-based bakery.

She worked hard and put her earnings towards the preparation of her baby's arrival. With the support of Safe Place and the community, Pamela is now a confident mother who is diligent, responsible, and dedicated to giving her best for her child.

Pamela (not her real name)
Beneficiary, Safe Place

Rebecca, founder of Cartwheels, conducts Process Art workshops for Safe Place's mothers. Focusing on the process rather than the outcome, there is no pressure to use formal art techniques or submit perfect pieces. She chats with the mothers as they share their life experiences over drawing, painting, and working with their hands. Rebecca takes care to create a comfortable and relaxing space and encourages the mothers to use art to bond with their children.



Rebecca Lim
Volunteer, Safe Place

Our Partners

Shell Companies in Singapore

Lakeside Family Services congratulates Shell on their 130th year in Singapore. For the #ShellSGives130 initiative, Shell volunteers befriended Lakeside families and got to understand their household needs. By completing sustainability challenges, they raised funds and sourced for the requested items, gifting customised bundles of care to the families.

Some volunteers engaged the beneficiaries in conversations about sustainability, showing them how they can manage plastic waste at home. The families really appreciated the befriender calls – for many, they simply enjoyed having someone to talk to!

Our decade-long partnership started with Shell Jurong Island (SJI) making a positive impact on the community they were in. This year, for their #SJI130 Challenge, employees clocked 1,300 exercising hours with their friends and families, while the company matched their efforts with a \$13,000 donation to the Shell Fund.



➤ The needs were great as families asked for help with finding or replacing home appliances and furniture. Shell volunteers contributed to home improvement, creating a safe and livable environment for the families.



Epson

Many thanks to Epson for their steadfast support of our causes! Amid the restrictions, friends from Epson still found ways to give back. The science tuition programme sponsored by Epson was resumed for a small group of Primary 5 and 6 children by the second quarter of 2021, giving them a boost for their year-end examinations. Epson staff also delivered Chinese New Year goodie bags during the festive period to liven up the atmosphere at home for our young beneficiaries and their families.



➤ Mr Siew Jin Kiat, Regional Managing Director (MD) for Epson Singapore (SEA Headquarters) presented a donation of \$10,000 to Ms Belinda Koh, Lakeside's Director for Children and Youth Services at the Epson Activate Event 2021. Thank you for believing in what we do!

Warren Golf & Country Club

It has been another great year of partnership with Warren Golf & Country Club! In a move of generosity, the club spearheaded a fundraising effort among their club members to raise over \$26,000 to provide families at Lakeside with supermarket vouchers. In addition, they blessed 80 beneficiaries and their families with festive cookies. We thank them for their timely support, which assisted many families coping with financial difficulties during the pandemic.



➤ Mr Charles Yeo, former Club President, and Ms Annie Yeo, former Chairman of Marcom Sub-Committee of Warren Golf & Country Club presented a donation of \$26,000 raised by club members. The gift was received by Mr Calvin Ngo, Lakeside Management Committee member, and Ms Jacqueline Heng, Centre Manager, Lakeside Family Centre (Jurong East).

Our Fundraisers

#ICAN_____

This year, Lakeside launched the #ICAN_____ campaign to raise funds for our children and youth work: Lakeside Student Care, The GRIT Project, Reading Intervention Services. These programmes guide their holistic development and give hope and opportunities to young people disadvantaged by life circumstances, such as financial difficulties and family issues.

Supporters started their own #ICAN_____ campaigns to raise funds while inspiring our children and youths to uncover their own unique potential and talent. They were challenged to fill in the blank with a skill or trait they would like to practise. As staff, volunteers, beneficiaries, and friends of Lakeside joined the action, we saw campaigns centred on cooking, baking, painting, crafting, push-ups and more!



"My husband and I recognise the importance of providing opportunities and journeying with these young ones. We wanted to inspire children and youths to rise up and pursue their dreams. Never give up!"

Belinda Koh

Staff and Fundraiser, #ICAN_____

Campaigns like #ICANPersevere and #ICANClimbUp featured impressive feats of endurance. Lakeside staff Joyce and volunteer Jia Jun cycled almost 100km around Singapore, while Lakeside staff Belinda and her husband climbed 1,000 storeys! We were encouraged by every single person who has come forward and led by example. With 16 campaigns by groups and individuals, and the support of caring donors, we raised \$115,372!

\$300,968 raised through #ICAN_____ and 4ward Together 4 Million Steps

4ward Together 4 Million Steps

One step forward might seem small for most of us, but for the current and former inmates around us, it can be a huge step into society. Every year, we work with about 4,000 (ex-)inmates and their families to give hope, build resilience, and inspire courage.



In 2021, Lakeside ran the 4ward Together 4 Million Steps campaign to raise funds for our work serving (ex-)inmates and their families. This year, our challenge is to pledge 1,000 steps for each beneficiary. Every step represents our commitment to go the distance with (ex-)inmates in their journey towards reintegration.

At the time of print, supporters ran 13 campaigns, raised \$185,596 and clocked 11,851,711 steps! This would not have been possible without the staff, volunteers, and friends of all ages who walked long distances on their own time, raised funds, and gave with hearts of generosity and compassion. We also appreciate Members of Parliament for Jurong GRC, Mr Shawn Huang (our Guest-of-Honour at the Cross-Island Walk), and Mr Xie Yao Quan for their warm support!



For the second year in a row, a small group of walkers embarked on an overnight Cross-Island Walk, spanning a gruelling 40km from Lakeside to Changi Prison.

Our Volunteers

807
volunteers

10
training sessions

The Volunteer's Journey at Lakeside



Volunteer Development

With the creation of the Volunteer Management Framework, the volunteer's journey was formalised. We implemented a new Volunteer Management System to better manage the volunteers' database, and ease processes for registration, attendance tracking, and reporting.



↑ New volunteers undergo orientation, where we share an overview of Lakeside's programmes and services, the code of conduct, volunteering opportunities, and 'on-the-job' training.

To enhance their volunteering experience and ability to serve more effectively, we focused on training and equipping them. As some volunteers work closely with beneficiaries, we organised sessions to develop their skills and capabilities. These include the "Trauma-Informed Care Talk", "Virtual Active Listening and Facilitation Training", and workshops on self-discovery and suicide awareness.

"We learned various techniques to facilitate discussions in bigger groups. There was a section on different personalities we may meet in a session, and strategies we can employ to navigate challenges. The workshop showed us how we can drive conversations and discussions, which is helpful!"

Wei Pheng
Volunteer Tutor, The GRIT Project

Volunteer-Friendly Culture

This year, we worked on fostering a volunteer-friendly culture at Lakeside. Our aims were to promote a community of care, help volunteers be meaningfully and purposefully engaged, and nurture them to serve with a deeper sense of conviction and commitment.

60 staff attended a talk promoting a volunteer-friendly culture, which gave them a better understanding and renewed mindset on engaging volunteers. Meanwhile, a survey showed 78% of volunteers would like to continue supporting Lakeside, while 50% indicated they would like more training.

Appreciating Our Volunteers

Lakeside held the annual Volunteers' Appreciation Day online for the first time in 2020. We were glad to see 80 volunteers attending the event. 28 individuals and organisations were presented with awards to recognise their commitment to Lakeside's causes. The physical distance did not dampen our spirits as staff and volunteers enjoyed the fellowship and bonding.



The theme was Ohana (the Hawaiian word for 'family'), emphasising the sense of belonging to the Lakeside family. With the help of our volunteers, no one in need is forgotten or left behind.

Lakeside was glad to recognise volunteer Way Fong as a Leader in Volunteer Engagement for her service at Kaki Kampong Seniors Wellness. During the Circuit Breaker, she took the initiative to call the seniors to encourage them when they were urged to stay at home. She would frequently provide staff with updates on the seniors' well-being. She was also a key coordinator in gathering volunteers and seniors to start virtual programmes.

Wong Way Fong
Volunteer, Kaki Kampong
Seniors Wellness

Management Committee & Executive Team



Management Committee (MC)

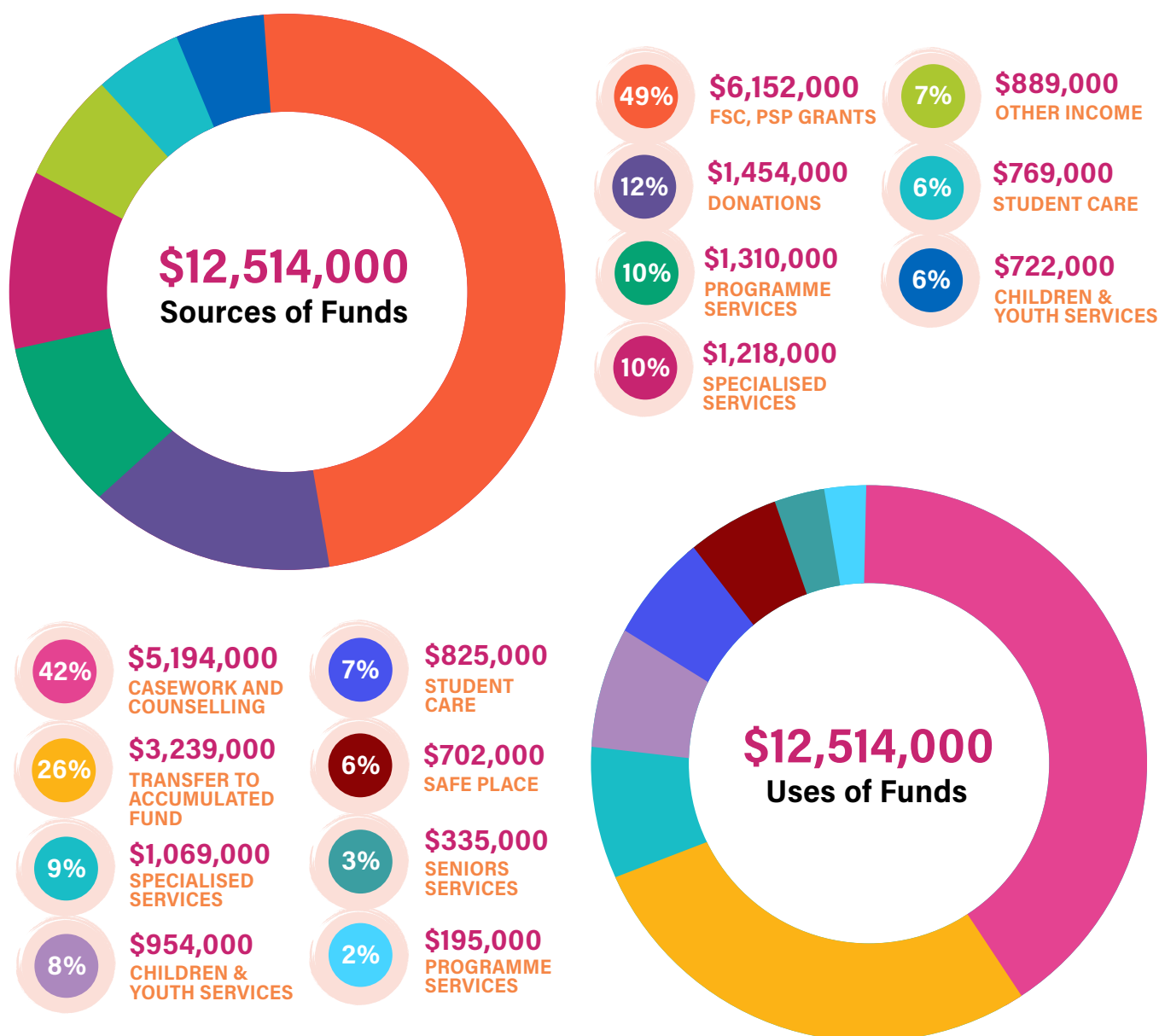
During the financial year from 1 August 2020 to 31 July 2021, there were a total of 5 MC meetings. As of this report, 5 Management Committee (MC) members, namely Andrew Tay, Ng Wai King, Ow Chee Kee, Tan Wee Fong and Ho Li Peng, have served for more than 10 years. These MC members have been retained for their invaluable contributions to the organisation with 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.

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

Executive Team

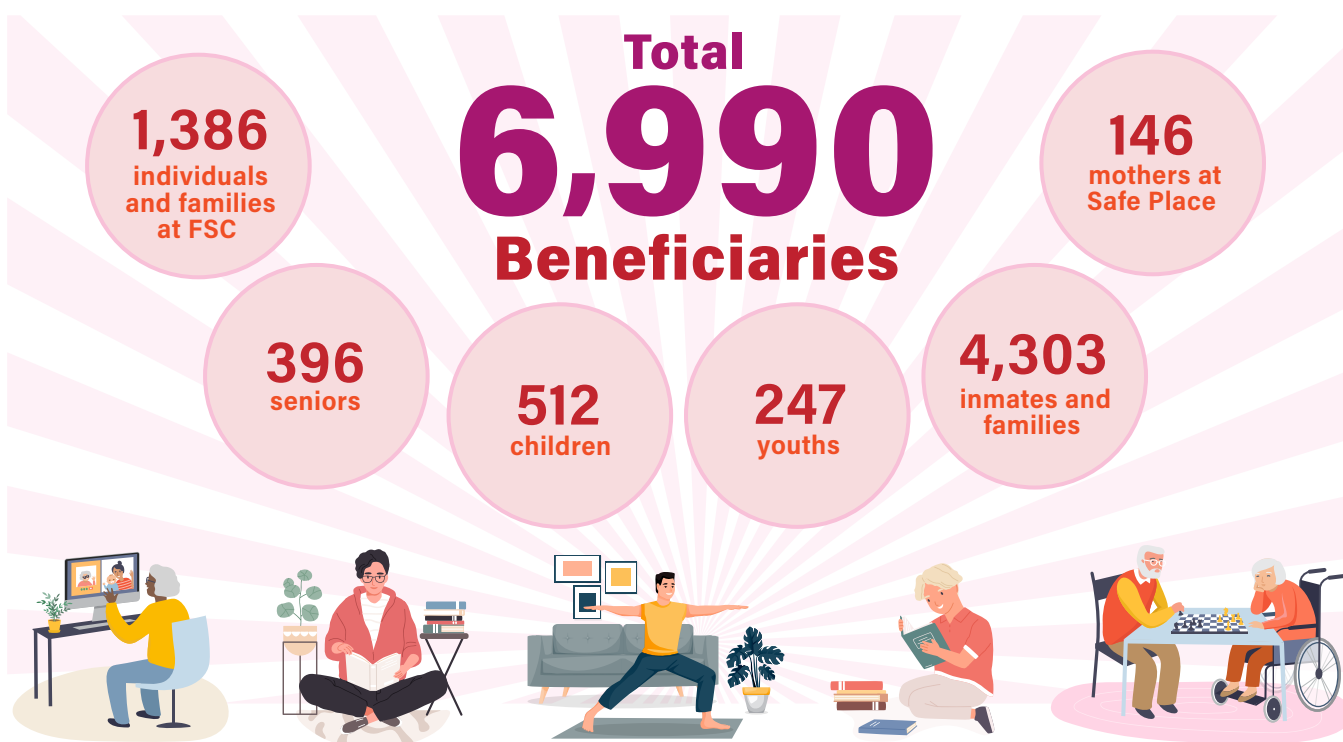
Name	Position
Mr Teo Tee Loon	Executive Director
Ms Belinda Koh	Director, Children & Youth Services
Mr Edwin Quek	Director, Casework & Counselling, Parenting Support Services
Ms Jennifer Heng	Director, Safe Place
Mr Lim Geok Huat	Director, Specialised Services

Sources & Uses of Funds



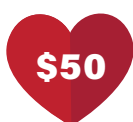
1. There are no employees with emoluments above \$200,000 p.a. The income of the top six executives of the centre lies in the band of \$100,000 – \$200,000 p.a.
2. Management Committee members do not receive remuneration and benefits for their services.
3. A sister-in-law of a Management Committee member is a staff, and her remuneration is in the band of \$50,000 to \$100,000 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, Standard Chartered Bank and United Overseas Bank.
9. Our auditor is Tan & Teh, Public Accountants and Chartered Accountants of Singapore.

Partner Us



Would you like to change lives today?

Join us in our mission to transform the lives of vulnerable children, youths, seniors, and families in an immediate and personal way. This year, Friends of Lakeside have contributed to 6,990 beneficiaries achieving breakthroughs in overcoming life challenges. Great things can be done with gifts of any amount:



Provides 1 newly released inmate with 1 Restart Kit (EZ-Link card & supermarket vouchers) to cover basic sustenance for 1 month



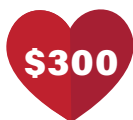
Provides 1 disadvantaged child with 1 month's subsidy for student care services



Provides 1 vulnerable senior with 1 month's help to improve their well-being and enhance social connectedness



Provides 1 troubled youth with 1 month's help to develop their self-esteem and cultivate good character



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 will receive 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 807 volunteers. We need volunteers with skills and interests in these areas:

- ★ Befriend & Chaperone
- ★ Teach & Mentor
- ★ Organise & Facilitate
- ★ Support & Administration
- ★ Arts & Media
- ★ IT

Go to www.lakeside.org.sg to find out more.



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\$ _____

- I/We hereby instruct the Bank to process the BO's instructions to debit my/our account.
- 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.
- 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

President Halimah Yacob

Mr Tharman Shanmugaratnam, Senior Minister and Coordinating Minister for Social Policies, Member of Parliament for Jurong GRC

Ms Sun Xueling, Minister of State, Ministry of Education and Ministry of Social and Family Development, Member of Parliament for Punggol West SMC

Ms Rahayu Mahzam, Parliamentary Secretary, Ministry of Communications and Information & 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

1 Auto Co. Pte Ltd

3 Pumpkins

A Glascon Pte Ltd

A Group of Philanthropists

Abundance Realty Pte. Ltd

Advance Pinnacle Technologies Private Limited

Agape Methodist Church

Allalloy Dynaweld Pte Ltd

Ang Mo Kio Methodist Church

Anglo-Chinese School (Independent)

Applied Materials

Assumption Pathway School

Axcelis

Baby Slings & Carriers Singapore

BalloonAID

Bebesky

Bendemeer Secondary School

Bethany Emmanuel Church

Bloom & Grow Singapore

Bollywood Adventures Pte Ltd

Boon Lay Garden Primary School

Boon Lay Secondary School

BOVE by Spring Maternity

Boys' Town Sanctuary Care

C K Holdings (2003) Pte Ltd

Caregivers Alliance Ltd

Cartwheels

CFI Pte. Ltd.

CheerForce Singapore

Cheerleading Federation (Singapore)

CHEMTEC Chemicals Pte Ltd

ChessAgainstCOVID

Children's Cove Preschool

Church of Singapore (Bukit Timah)

Clarity Singapore

Communion Coffee

Community Chest

Cornerstone Community Church

Corporation Primary School

Council for Third Age

CP Residences Pte Ltd

Daughters of Tomorrow

DBS

Decathlon

Deyi Secondary School

Dickson Capital Pte Ltd

Discovering Without Borders LLP

Disney Singapore

Doulas of Singapore

Drachs Technology (S) Pte Ltd

Drivinci Pte Ltd

Dunearn Secondary School

Dustyashco

EHKA Studio LLP

Embodied Living Pte Ltd

En Community Services Society

Engineering Good

Epson Singapore Pte Ltd

Eternal Life Assembly

Faith Methodist Church

Far East Organization

Fei Yue Community Services

Fei Yue Youth Go!

Financial Life Coaching Pte Ltd

Floral Kokoro

Food From The Heart

Fu Dai

Fuhua Secondary School

General Filter Pte Ltd

God Bless Geylang

Grace Orchard School

HannaBe

Health Promotion Board (HPB)

Hegen Pte Ltd

Hillgrove Secondary School

Home for Good SG

Hua Yi Secondary School

Hwa Chong Institution

IAM Advisory Group Pte Ltd

JLGL Pte Ltd

Jurong Police Division

Jurong Secondary School

Jurong West Sports Hall

Jurongville Secondary School

Juying Secondary School

Kent Ridge Secondary School

Knowledge Quest Learning Centre LLP

Kung & Tan Architects

Lakeside Primary School

Lee Foundation

Lee Kim Tah Foundation

Levi's

Lewis Public Relations Pte Ltd

Little Nail Shop

Mellford Pte Ltd

Ministry of Culture, Community and Youth (MCCY)

Ministry of Manpower (MOM)

Ministry of Social and Family Development (MSF)

MODEC Offshore Production Systems (Singapore) Pte Ltd

MUIS

Nan Hua High School

Nando's Chickenland Singapore Pte Ltd

National Council of Social Service

National Kidney Foundation Singapore

National Library Board

National Parks Board

National University Hospital

National University of Singapore

National Volunteer and Philanthropy Centre

Nehsons Private Limited

New England Biolabs Pte Ltd

Ngee Ann Polytechnic

NHG - Institute of Mental Health

NTU Rotaract Club

NTUC Fairprice Foundation Limited

NUS High School

NUS Seeds of Good Programme

Olive Tree Baby and Kids Clinic

Olive Tree Estates Limited

OneNine57 Pte Ltd

Open Home Network

Operation Care International

Our Music Studio Singapore

Outram Secondary School

P Teo Engineers Pte Ltd

Paya Lebar Methodist Church

Peter Chew Clinic for Women

Pioneer Primary School

Ponente Minerals

Reckless Ericka

Redemption Hill Church

RHAB Management Services Pte Ltd

Richfood Group Pte Ltd

River Valley High School

Roots Excellence Pte Ltd

RSVP, The Organisation of Senior Volunteers

Sage Mindbodyspirit Pte Ltd

Servcorp Serviced Offices Pte Ltd

Shell Companies in Singapore

Shuqun Primary School

Singapore Management University

Singapore Polytechnic

Singapore Prison Service

Singapore Red Cross

Singapore Repertory Theatre

Singapore University of Social Sciences

Singapore Youth For Christ

Sound

Sparco Kids Singapore

Sport Cares SG

Spring Breeze Marketing Pte Ltd

Spring Wealth Trading Pte Ltd

SSO Boon Lay Comlink

St John's St Margaret's Church

St Joseph's Institution

SteppingStones

Stillen Maternity

Stuff'd

Tan Chin Tuan Foundation

Teng Yun Technology Pte Ltd

The Community Foundation of Singapore

The Legal Collective Pte Ltd

The Methodist Church in Singapore

The Paper Bunny

The Project J

The Shaw Foundation

The UK Online Giving Foundation

Thryft Pte Ltd

Tian Wei Signature

Tiong Bahru F&B Pte Ltd

Toa Payoh East-Novena Grassroots Organisations

Tote Board

TOUCH Community Services Ltd

UnionPay

Uniqlo (Singapore) Pte Ltd

UOB

Warren Golf & Country Club

Wesley Methodist Church

West Grove Primary School

Westwood Secondary School

Whispering Hearts Family Service Centre

Wildlife Reserves Singapore

Willing Hearts

Women of Courage Asia

Woodlands Police Division

Xingnan Primary School

Young Women's Christian Association (YWCA) of Singapore

Yuan Ching Secondary School

Yuhua Secondary School

Yuying Secondary School

Our Centres

Jurong West Centre

Blk 516, Jurong West St 52
#01-73,
Singapore 640516
Tel: 6567-1908
Fax: 6565-6435
Email: lfsjw@lakeside.org.sg

Jurong East Centre

Blk 302, Jurong East St 32
#01-22,
Singapore 600302
Tel: 6564-9722
Fax: 6564-9422
Email: lfsje@lakeside.org.sg

Taman Jurong Centre

21 Yung Ho Rd
#03-01, The Agape,
Singapore 618593
Tel: 6265-6522
Fax: 6265-6523
Email: lfstj@lakeside.org.sg

The GRIT Project

- Children and Youth Centre

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

Kaki Kampong Seniors Wellness Centre

500 Corporation Road,
#03-01,
Singapore 649808
Tel: 6817-4187
Email: kkseniors@lakeside.org.sg

Safe Place

Tel: 6817-4202
Email: safeplace@lakeside.org.sg

Our Student Care Centres

Jurong West Centre

Blk 514, Jurong West St 52
#01-18,
Singapore 640514
Tel: 6567-7270
Fax: 6896-0516
Email: lakesidescjw@lakeside.org.sg

Jurong East Centre

Blk 302, Jurong East St 32
#01-22,
Singapore 600302
Tel: 6564-9677
Fax: 6564-9876
Email: lakesidescje@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

 Lakeside Family Services
 @lakesidefamilyservices
 @LakesideFamSvc
www.lakeside.org.sg

