



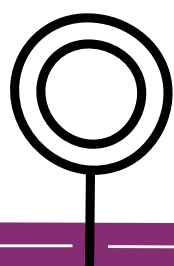
We're On A Mission!

ANNUAL REPORT 2021 / 2022



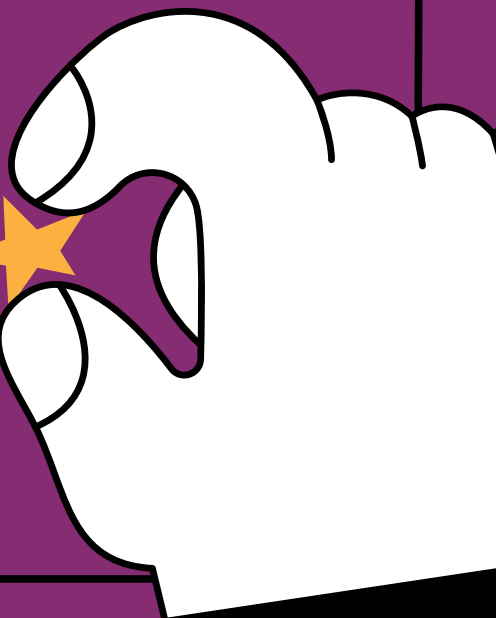
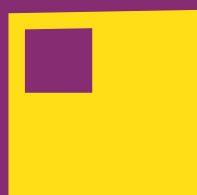
**Lakeside
Family
Services**

Changing Lives, Transforming Communities



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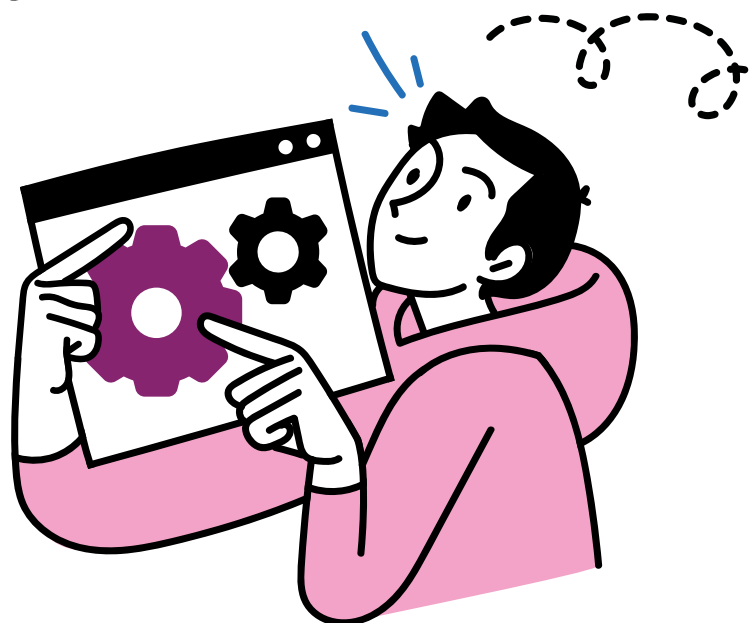
Lakeside Family Services (Lakeside) is a charity which has served the community in Jurong and beyond since 1993, regardless of race, language, or religion.

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).

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 and beyond, regardless of race, language or religion. We work in harmony with our neighbours, the community and the government.

Mission

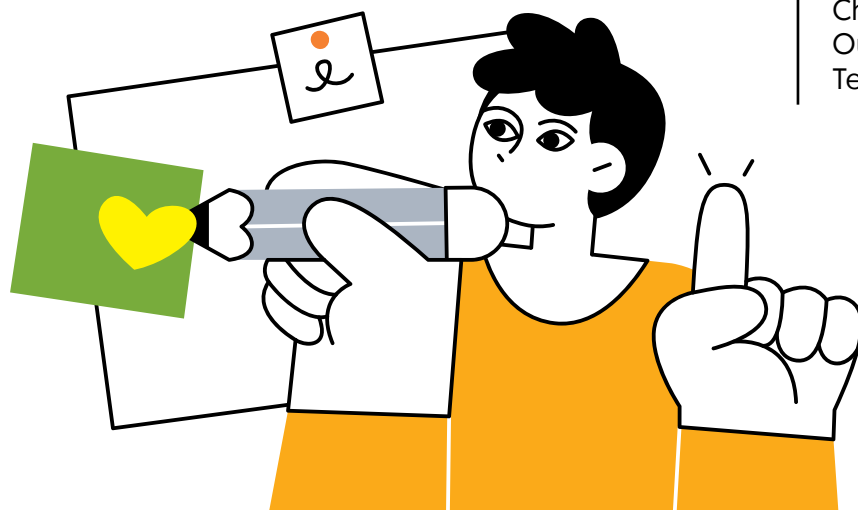


Vision

Changing Lives,
Transforming
Communities

Values

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





Chairman's Message



Andrew Tay

Lakeside was started in the early 90s with the focus of Touching Lives by Serving the Community. Considering that the work at Lakeside is ongoing and ever evolving, that focus from 30 years ago still remains relevant today. Since then, we have continually developed and revisited the vision of what it means to provide quality services for individuals and families in need as society evolves.

How do we bring this mission to life in the present day? If someone comes to us for casework and counselling help, we address both presenting and underlying issues. We facilitate healing for parent-child relationships. We give children and youths safe spaces to learn and grow, and strengthen mutual care among seniors. We encourage reconciliation in families affected by incarceration, and care for women with unsupported pregnancies.

While we have provided care for 30 years, there will always be work to be done as long as there are struggling people to reach. This work however would not be possible without the commitment of our staff, volunteers, partners, and donors. As long as we are together focused on the mission, this will be mission possible!

Executive Director's Message

Leading the 40km overnight Cross-Island Walk for the third year in a row reminds me that the most memorable part of any mission are the people fulfilling it with you. Everyone pushes ahead together and we cheer each other on. We celebrate the good times and persevere through the hard times. Speaking of hard times, global events have profound effects that are felt most strongly by the disadvantaged. That is why we must keep our eye on the mission and continue striving to provide services that meet emerging needs.

In the past year, our staff explored new ideas in community outreach, launched a parent support group, and expanded the reach of our mentoring programmes. We empowered active seniors to befriend isolated seniors, linked ex-inmates up with potential employers, and facilitated homestays for women with unsupported pregnancies.

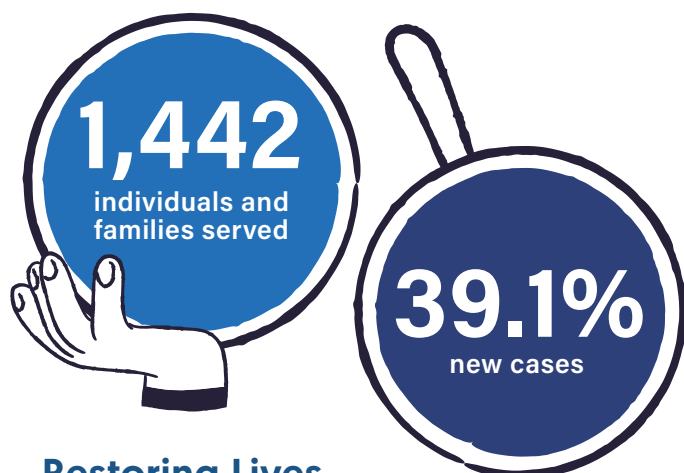


Teo Tee Loon

As we labour, we remember the donors, partners, and volunteers on this mission with us. We thank Shell, Epson, Warren Golf & Country Club, F45 (Jurong CBD), and many others for their earnest contributions. Friends of Lakeside came forward with giving hearts to support our campaigns: *#ICAN_____* for children and youths in need, and *Walking With You - A Million Steps* for the incarcerated and their families. We are immensely grateful to our beneficiaries for sharing their stories and unique perspectives. Everyone has a part to play in this mission.

Lakeside is made by its people. Whether we are here to receive help or fulfil our calling, each one of us is given an opportunity to be part of a mission greater than ourselves. As we learn and grow, allowing the experience to change us for the better, we see the fruits in our lives and the lives of others. Thank you for your support. To God be the glory, the best is yet to be!

Strengthening the Foundations



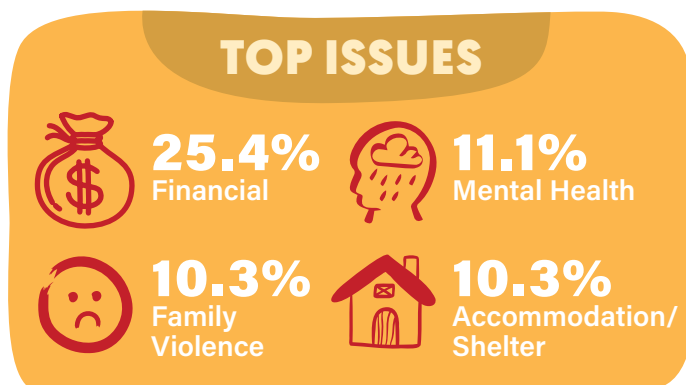
Restoring Lives, Strengthening Families

Through casework and counselling, our Family Service Centre teams were able to engage individuals and families in need professionally and compassionately as they addressed primary and secondary issues.

Staff demonstrated compassion, competency, and innovation by using community resources to support and strengthen families. We are immensely grateful to generous sponsors for giving food rations, vouchers, monetary love gifts, and festive goodies to the families we serve.

Community Outreach

Lakeside teams had a fruitful year strengthening the communities around us. We conducted an assessment to learn about emerging needs from 187 residents and identified gaps in services. To equip 11 grassroots leaders and volunteers working with grieving residents, we led them through a workshop on theories of grief and loss.



Tapping on technology, we reached out to 200 families from rental flats and encouraged them to sign up for our Telegram group Our Kampong Our Spirit. The group aimed to build connections among residents. In addition, we kickstarted Grow Together for residents who share an interest in plants. 5 of them signed up for our Telegram group, and our goal is for them to run the group on their own in the future.



As part of Grow Together, residents enjoyed 3 trial classes introducing the basics of indoor planting.

Group Work

As part of our learning, staff completed 12 sessions on leadership skills for Group Work facilitators. We conducted 4 virtual runs of Group Work, which reached 35 clients. Along with Financial Literacy Group Work, we ran a Single Mothers' Group Work where single mums were able to listen and learn from their unique life experiences.

In Parenting Teens, parents learned about the psychology of teenagers, which helped them become more self-aware and connect with their teenaged children positively. With Journey to Intimacy, couples and individuals learned to manage conflicts effectively and improve their marital or family relationships.

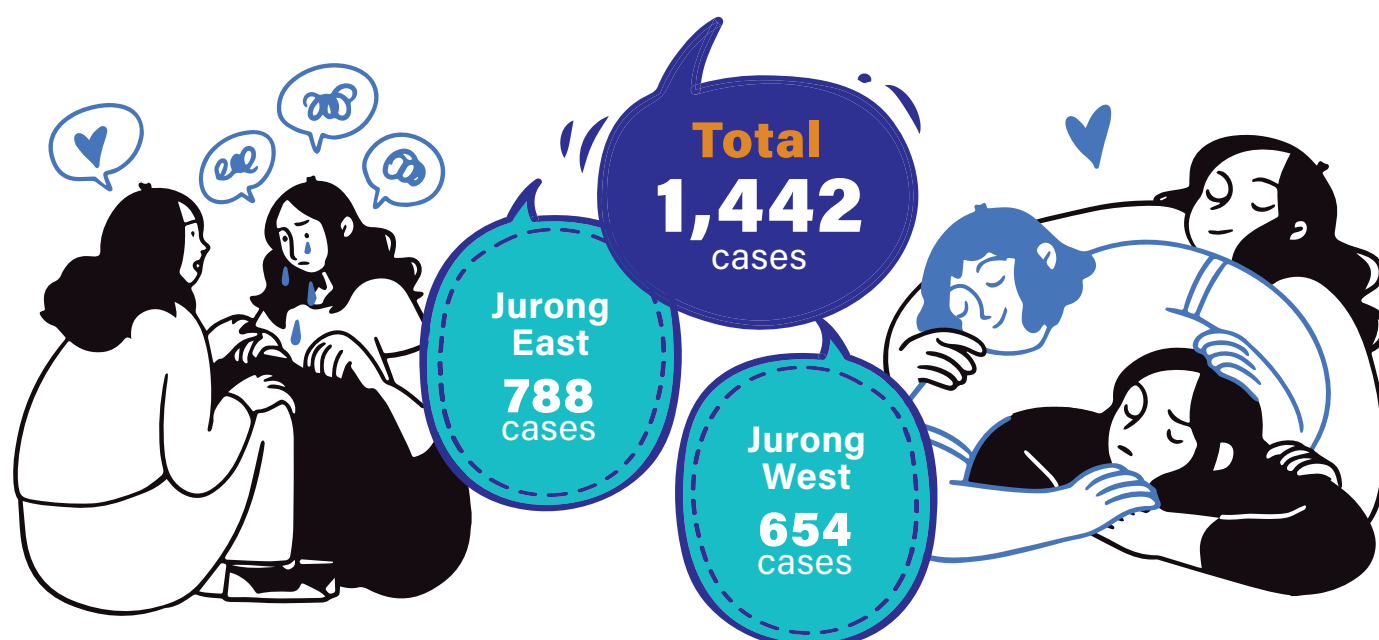


We started Our Free Market, which was attended by 70 residents. They donated items like appliances, clothes, books, toys, and kitchenware. When everything is free and anyone can share, it inspires neighbourly care. Residents said the market was innovative and created a sense of community spirit.

Types of Cases Handled

PERIOD OF
REPORT:**1 Jul 2021 to 30 Jun 2022**

Presenting Issues / Centre	Jurong West	Jurong East	Total
Accommodation / Shelter Issues	54	94	148
Addiction - Drugs / Gambling / Others	6	1	7
Behavioural Issues - Children, Youths	22	15	37
Caregiving Issues	21	25	46
Childcare Issues	8	13	21
Disability Issues	2	1	3
Elderly Issues	8	6	14
Emotional Issues	62	70	132
Employment / Career Issues	3	4	7
Family Issues	41	53	94
Family Violence - Children / Elders / Siblings / Spousal	63	86	149
Financial Issues	195	171	366
Health Issues	1	4	5
Interpersonal issues	10	8	18
Legal Issues	3	5	8
Marital Issues / Extramarital Relationship	31	55	86
Mental Health Issues	62	98	160
Parenting / Child Management	44	60	104
School Issues	2	6	8
Sexuality Issues	1	0	1
Youth Issues	12	2	14
Others	3	11	14
Total	654	788	1,442



Supporting & Equipping Parents



1,388

parents

served by Parenting Support Programme (PSP)



16

primary schools



19

secondary schools & junior colleges

Since Lakeside's appointment by the Ministry of Social and Family Development (MSF) to run the Parent Support Programme (PSP), we have continued to support 35 schools in Jurong East, Clementi and Queenstown. Family Life Educators and Programme Officers form a dedicated team providing care and assistance for parents seeking to improve their parent-child relationships and family dynamics.

The evidence-based, prevention-oriented parenting programmes enable parents to shed beliefs and practices that cause harm and learn better ways of raising their children. When parents see successful outcomes from implementing parenting tips and strategies, they understand the importance of active and positive parenting in a child's healthy development. The support they receive also encourages them to be more positive in their parenting journey.



As part of Parenting Journey @ Lakeside, parents and children enjoy bonding activities that provide reprieve from usual school and home routines.

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	1,057 parents attended at least 2 out of 3 sessions
Triple P Level 3 (L3)	One-on-one coaching for parents who face difficult parenting issues	4 individual consultation sessions (45-60 mins per session)	331 parents completed L3
Parenting Journey @ Lakeside	<ul style="list-style-type: none"> Parent support group helps parents find hope and faith in their parenting journeys Help parents connect by sharing ideas, experiences, and best practices with one another 	<ul style="list-style-type: none"> Monthly online seminars to discuss timely and relevant issues faced by parents Twice-yearly bonding activities 	82 parents and children

“

I would definitely recommend this programme to any parent who feels like this job is at their neck. Each session resets expectations and puts things in perspective. Selene is extremely helpful and patient and shares case studies meaningfully. ”

Beneficiaries, PSP

“

I learned a lot from the one-on-one sessions with the Lakeside trainer. The concepts were delivered with very relatable examples. It is so useful in equipping struggling parents with new tools. The trainer is always insightful and encouraging in helping us support ourselves and our children! ”



Honouring & Enriching Seniors



217 seniors



25 isolated and vulnerable seniors



83 active volunteers

Kaki Kampong Seniors Wellness Centre (KKSWS) seeks to help seniors live an active and fulfilling life. Through our programmes, we empower seniors to take charge of their lives and improve their well-being. KKSWS also equips seniors to serve vulnerable seniors in the community.

Programmes	Description	What Lakeside does	Impact
Community Outreach <ul style="list-style-type: none"> • Art & Craft • Conversational English Class • Exercise • Good Buddy • Happy Hour • Ukulele Class • Chinese New Year • Christmas • Parents' Day 	Engage seniors and help them remain active	Run weekly community outreach programmes and festive celebrations	<ul style="list-style-type: none"> • 399 participants across programmes • 193 participants in festive celebrations
Community Intervention <ul style="list-style-type: none"> • Community Befriending & Chaperone Services 	<ul style="list-style-type: none"> • Empower seniors to help others in the community • Improve the well-being of vulnerable seniors and provide them with socioemotional support 	Provide training and opportunities for active seniors to help isolated seniors	<ul style="list-style-type: none"> • 25 senior beneficiaries • 83 volunteers



Happy Hour activities build a sense of camaraderie among the seniors. In this activity, the seniors were asked to pen down their thoughts on how they could embrace their friends and families.

Happy Hour

During the weekly Happy Hour programme, seniors enjoy singing together and learning from one another. We covered topics such as acknowledging personal strengths and values, as well as strengthening mutual care and community spirit. Through the sharing and discussions, seniors are reminded of their core values and are empowered to recognise their strengths and talents.

As they support one another, some of them have become more positive and are able to better manage the challenges they face. Meanwhile, other seniors have started volunteering at the centre and rendering their help to others in the community.

Community Befriending

The community befriending programme was started in 2021 to reach out to isolated and vulnerable seniors during the COVID-19 pandemic. The beneficiaries include seniors who are fearful of infection, hence they confine themselves at home, or those who are home-bound due to mobility issues. Our senior volunteers would call the beneficiaries weekly and visit them once a month. Through this befriending, KKSWS's active seniors do their part to provide social, psychological, and emotional support to their peers in need.



Having recovered from first stage colon cancer more than two decades ago, Mr Lee is committed to his exercise routine and maintaining a healthy lifestyle with morning walks and Qigong every day. Finding joy in our seniors' wellness programmes, he comes to the centre at least twice a week and actively participates. As a volunteer, he shows great empathy for seniors suffering from health issues, being patient and understanding when they are irritable. Mr Lee shared that he is glad to be able to do home visits and befriending calls to vulnerable seniors, and is eager to volunteer more.

In the past 3 years at Kaki Kampong, Mr Lee has made many new friends. He describes himself as being a quiet person in the past, preferring to sit in a corner during activities. But now, he is more sociable and able to communicate with others more confidently. Having experienced this transformation in his 70s, he advocates for fostering meaningful relationships and building an active life for healthy ageing.

Mr Lee
Beneficiary & Volunteer, KKSWS



Senior volunteers go on monthly home visits to beneficiaries to check in on their well-being. They bring goodies to brighten their day, such as healthy food rations sponsored by the Council for Third Age.

Mdm Yang, 74, is the embodiment of strength and resilience. She has always had a big heart for people around her. She used to commit her time to taking care of her grandchildren until they grew up. In 2012, she started volunteering as a programme facilitator and anti-gambling ambassador, purposefully reading to enhance her knowledge so she could help others.

In recent years, she was diagnosed with vertigo, anemia and diabetes. Despite multiple health issues, Mdm Yang remains active and positive, participating in Kaki Kampong programmes regularly and enjoying the company of caring friends. We are thankful to have an experienced volunteer like her lead a group in Happy Hour and facilitate their discussions. Mdm Yang shared that being a volunteer has made her life more meaningful and she feels blessed by the experiences and the people she has met.

Mdm Yang
Beneficiary & Volunteer, KKSWS



Restoring & Empowering the Next Generation



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

194 children in TGP

255 youths in TGP

The GRIT Project (TGP) is a Children and Youth Centre based at Nanyang serving the Jurong West, Boon Lay, and Nanyang community. We nurture and equip a caring generation to serve the community and address 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, of good character, and make good choices.



"I thought I had to go through this journey of life by myself. Joining The GRIT Academy made me realise it is beneficial to have someone give you the guidance they wish they had received when they were younger. I really thank everyone for the positive environment and amazing experience, which has helped me become a better person."

Joshua
Beneficiary, The GRIT Academy

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	100 children (about 25 children per week)
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	94 children
The GRIT Hub	<ul style="list-style-type: none"> Weekly drop-in for youths to gather, unwind, and make new friends in a safe social space 	<ul style="list-style-type: none"> Run events and activities that engage youths meaningfully Befriends, empowers, and supports youths 	100 youths (about 20 youths per week)
The GRIT Academy (Nanyang & Boon Lay)	<ul style="list-style-type: none"> Mentoring programme for 11 to 17 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 relationship-building and self-exploration	<ul style="list-style-type: none"> 30 youths 21 mentors

Programmes	Description	What Lakeside does	Impact
Sports@TGP (Badminton)	<ul style="list-style-type: none"> Sports programme for 13 to 17 year olds to grow in character and personal leadership Youths are supported by mentors, friends, and coach 	<ul style="list-style-type: none"> Provide badminton training from a coach and mentorship from volunteers Organise outings and game days, and oversee a community service learning project planned by youths and mentors 	<ul style="list-style-type: none"> 18 youths 6 mentors
Sports@TGP (Futsal)	<ul style="list-style-type: none"> Sports programme for 11 to 14 year olds Teaching life values and connecting mentors and youths 	<ul style="list-style-type: none"> Conduct futsal training with coach and group mentoring Help children and youths develop competence and self-confidence 	<ul style="list-style-type: none"> 10 youths 1 mentor
School Social Work	School-based customised Group Work sessions and workshops for students and teachers	<ul style="list-style-type: none"> Help students improve socioemotional and interpersonal skills Equip teachers with mentoring skills to better assist students 	<ul style="list-style-type: none"> 17 secondary school students 11 teachers
Outreach@Boon Lay	<ul style="list-style-type: none"> Community outreach to youths residing or schooling in Boon Lay Raise awareness of TGP's programmes and services 	<ul style="list-style-type: none"> Engage youths through platforms like sports and board games Build rapport and trust to facilitate deeper intentional conversations Bridging youths to intervention programmes 	80 youths

The GRIT Hub⁺



8-year-old Haziqah started coming to our children's drop-in The GRIT Hub⁺ after attending SPARKS. She and the other children enjoy activities that promote their holistic growth, such as games, outdoor play, and crafts. To further encourage her natural qualities of being bubbly, kind, and helpful, we gave her duties like helping newcomers feel welcome, which she excels at!

Haziqah
Beneficiary, The GRIT Hub⁺

School Social Work



In our workshop 'Mentoring for Meaningful Change', we equipped teachers with mentoring skills so they can engage students beyond casual chats. Many found the workshop insightful and useful, with a teacher commenting, "Youths are not problems to fix. Their behaviours reflect their unmet needs and the intervention lies in the relationship we have with them."

We conducted Group Work for students identified with having low motivation in school, low self-esteem among peers, and poor family support. Through 4 interactive group sessions, the students grew in self-awareness, learned more about their strengths and motivations, and learned how to work with others. Students who require more support joined longer-term engagement and intervention programmes.

SPARKS

In the past year, each run of our school holiday programme SPARKS has seen at least 10 new children joining, with most children returning after a positive experience. 12 year old Callie is one of them – she has been coming to SPARKS since she was 9! When she first joined us, she was quiet and reserved. Over the years, we have seen her grow and become more confident in expressing herself.

Her parents shared that she always looks forward to SPARKS and has told her younger brother about the programme. Recently, we found out that she would like to come back and help as a volunteer in the future. We are completely heartened by her desire to give back!



Callie
Beneficiary, SPARKS

The GRIT Hub



The array of activities at The GRIT Hub include pool, video games, arts and crafts, plus events like baking workshops, bowling, and carnivals.

Farhan, a boisterous and enthusiastic 13 year old, does his best to take care of his siblings and help his mother at home. Due to personal, family, and financial circumstances, he had difficulty performing at school and struggled with absenteeism. We invited him to TGP, where we engaged him with meaningful activities and conversations to understand and support him. He has not missed any sessions at The GRIT Hub, which has become like a second home to him.

Farhan has grown a lot more patient and thoughtful. Soon after, he committed to returning to school and passed all his subjects. It was a watershed moment for him, for which we were so proud. In the midst of striving to pass his final exams, he shared, "I really like the staff and volunteers because they are not only fun to be around, they also care for us."

Farhan (*not his real name*)
Beneficiary, The GRIT Hub

The GRIT Academy (Nanyang & Boon Lay)



TGA provides individual mentoring support for youths residing or studying in Nanyang and Boon Lay. With quality relationships formed and mentors journeying with them, youths are more inclined to grow and help others. One of the youths, Arryan said, "What I like most is the bonding. My mentor gives me emotional support; I can share my problems with him and he is a very good listener and shares his advice."

The GRIT Academy (TGA) aims to create a caring and supportive space for youths to express their unique selves through mentorship and self-discovery, and build lifelong friendships. A good mix of indoor and outdoor experiential activities like kayaking, bouldering, and cook-offs enables youths to step out of their comfort zones and overcome their fears. We have observed positive outcomes like mentors meeting youths at their level and youths achieving the goals they have set for themselves.

Sports@TGP (Futsal and Badminton)



Shared experiences on and off the court build rapport, leading to meaningful conversations where everyone can share about their lives. Sports enables children and youths from different backgrounds to mix with one another and feel a sense of community.

At Sports@TGP, youths get to connect with positive adult figures and develop healthy friendships with their peers as they navigate common challenges in adolescence. For futsal, we gamified components like practice drills, and challenged the participants to assume responsibilities like taking charge of physical training and equipment. Meanwhile, the badminton youths channelled their energies into planning an online cyber wellness workshop for The GRIT Hub+ children when their tournament was cancelled.

Integrated Service Provider

141 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.

Being enrolled into these programmes gives them the opportunity to learn from their mistakes. Through case management, counselling, and Group Work, they can gain the awareness, knowledge and life skills needed to avoid risky situations in the future.



The Youth Work Conversation was attended by Mr Eric Chua, Senior Parliamentary Secretary, Ministry of Social and Family Development (MSF) and Ministry of Culture, Community and Youth (MCCY).

On 11 May 2022, we hosted the Youth Work Conversation. It was a fruitful discussion on attracting and retaining manpower for the youth work sector, and developing the capabilities and competencies of youth workers.

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 and recognise offenses as criminal acts Teach youths pro-social ways to solve problems and conflicts Assist youths in being meaningfully engaged with school or work Support youths in forming healthy relationships with family and peers. 	31 youths
Streetwise / Enhanced Streetwise Programmes	<ul style="list-style-type: none"> Streetwise Programme is a 6-month voluntary, preventive, rehabilitative programme for youths who associate with gangs Enhanced Streetwise Programme is a pre-court diversionary programme for youths who 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, Group Work 	4 youths
Triage	Assist police investigations of cases by interviewing young offenders	<ul style="list-style-type: none"> Recommend appropriate intervention addressing youths' needs Build positive parent-child relationships Refer families with social or financial issues to community resources Help parents improve parenting skills and build positive relationships with their children 	26 youths
Triple P (Positive Parenting Programme)	<ul style="list-style-type: none"> Scientifically researched family support strategy Support parents with 5 or 11 weeks of Level 3 or 4 parenting sessions respectively 		2 youths
Post Care	<ul style="list-style-type: none"> Follow-up programme for up to 2 years For youths who have completed any ISP programme 	<ul style="list-style-type: none"> Help youths maintain good progress by providing emotional support and advice Engage youths constructively by introducing community activities and providing career guidance Refer youths to community resources for counselling, financial assistance and vocational programmes 	8 youths

As Sandra longed for acceptance from her peers, she did almost everything her friends asked of her. She would frequently stay out late, sometimes going home at 3.00am while not responding to her mother's calls or texts. As a result, numerous conflicts between mother and daughter arose.

Through Sandra's enrolment in ISP, her mother was offered the opportunity to participate in the parenting programme. In the process, they had meaningful conversations and Sandra's mother managed to understand things from her daughter's perspective. They were able to negotiate and agree on certain boundaries. Since then, Sandra has kept to the contract she set with her mother, abiding by a 10.30pm curfew. Their relationship has improved greatly since they started going for weekly meals and outings. Sandra's mother is grateful for the support provided by Lakeside.

Sandra (not her real name)
Beneficiary, ISP

Nurturing the Future



209

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 Ngee Ann Polytechnic (NP), NUS High School, Singapore Management University, and Art Outreach Singapore for an exciting year of activities like basketball, arts and crafts, and learning about emotions, making wise choices, and values like gratitude.



With a workshop on building self-sustaining terrariums, NP's Environmental Rangers Club helped our children understand the ecosystems and how plastic waste could be repurposed.

Future Kids

Through the Future Kids programme, volunteers from Shell Singapore's Lubricants Supply Chain and Real Estate department, contributed to the children's holistic development by working with Pre-School Market to organise educational experiences for them.

In June 2022, our children enjoyed an afternoon of play and learning about great ways to go green. The highlight of the day was a craft activity where Shell Singapore volunteers guided the children in making quirky pencil holders from upcycled materials.



Art Outreach Singapore believes that every child should have inclusive access to a quality visual arts education. Their ArtLink Community Programme saw our children constructing beautiful seascapes with artist Ms Sunaina Bhalla. Throughout June 2022, the children learned various printmaking techniques, which they used to embellish tote bags and old clothes! Photography by Colin Wan, courtesy of Art Outreach Singapore.



As the Shell Singapore volunteers aimed to be effective in volunteering, they attended an introductory workshop on child psychology and classroom management. It helped as the children had a blast learning and expressing their creativity!

"As a kid at Lakeside Student Care, I always looked forward to my time at the centre with my friends during the holidays, as we had a well-rounded balance of educational and fun experiences. As a volunteer, my time at Lakeside running programmes and leading outing groups was eye-opening and fulfilling. That gave me an opportunity to step outside of my comfort zone and learn from my mistakes."

Lakeside has helped me to grow in a multitude of ways. I learned about humility, leadership, and the importance of volunteering and paying it forward. This has translated into my passion for global health, a journey I am hoping to embark on in the medical industry."



Shereen
Alumni, Lakeside
Student Care

Reading Intervention Services



RIS encourages children to love stories and enhances their love for reading so they can be lifelong learners. Programmes are made possible with the help of dedicated volunteers.

198 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, and speaking.



We would like to thank our volunteers for conducting literacy camps for 61 children, which provided fun and relevant learning opportunities during school breaks. 84 children from various RIS programmes were also treated to a virtual Christmas party. They got to make friends, enjoy the games and craft activities, and receive 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	160 children
kidsREAD (Sponsored by National Library Board)	For 4 to 8 year olds 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 	88 children
Buddy Reading	For Primary 1-2 Lakeside Student Care children	Help children be successful at school through reading and mentoring sessions with their Buddy Reader	24 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	15 children
Literacy Camp (Nature Journaling)	For Primary 1-3 children in our reading programmes	Provide children the opportunity to learn during school breaks in a relevant, fun and enjoyable way	26 children
Values-based Storytelling	For all children in our reading programmes	Share stories to impress character building values upon children	35 children

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, thereby increasing their self-esteem and confidence. By the end of 2021, many of the children have progressed from merely knowing letter sounds to becoming fluent readers appropriate to their reading age!

We have seen 100% of the children progress to the next level in the acquisition of reading skills and strategies. 95% of parents surveyed indicated that their children have become confident conversing in English, while 93% observed overall improvement in their children's learning attitudes and behaviour.

Some of the 4 year olds who joined us in late 2021 built a strong base for reading with activities on letter and sound association, sight words, and phonological awareness. They stayed in We Can Read's 2022 programme until they were able to progress to reading independently and on par with their peers.



In a year, Freddie had progressed through 5 levels in our reading programme. Initially, he had difficulty focusing and would rather play with his toys. As his attention span improved, the lessons became more productive. His volunteer teacher observed his curiosity about the world around him. Since he enjoyed stories about animals, she chose books related to his interests.

Although Freddie started out being unsure of how to read short vowel words, he has learned to read both short and long vowel words. He used to complain that the books were too long and difficult, but now he is eager to read and finishes books with ease.

Freddie *(not his real name)*
Beneficiary, RIS



"When I arrived in Singapore, I wondered how I could contribute to the local community while exploring my passion for people, books, and reading. Prior to COVID-19, I volunteered for children's activities: Singing with them, reading to them, and teaching them grammar.

I have also been teaching Lakeside children since 2015. Currently, I teach two incredible children who remind me every lesson about the joy of curiosity, having fun, and seeing things from a global perspective. There are exciting online resources I can access. I have to use all my presentation skills such as acting, singing, silly sentences, and visuals to make the lessons as exciting as possible. I enjoy all the opportunities provided by Lakeside and the amazing children who journey with us!"

Roselyn
Volunteer, RIS



We have started catering reading sessions both onsite and online. Children who are unable to cope with the online mode of learning benefited from onsite sessions. Online, more volunteers and children were able to join the programme. With a good team of volunteers, we were able to provide individualised attention with one-to-one or one-to-two sessions.

Healing the Broken-hearted, Reconciling Families



3,979
inmates &
families served

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.

Some of the key areas of after-care include Employment Support Services. Ex-inmates are matched with jobs and mentored to help them grow their potential, cultivate essential employment skills, and be supported holistically.

Case Management Service (CMS)

For 14 months, Lakeside provides CMS for inmates under Community Based Programmes (e.g., Day Release Scheme, Work Release Scheme, Direct Home Scheme), where they are employed and return to camp or their homes in the evenings. Case managers work closely with them and their families, providing support and counselling as they adjust and settle back into the community. With guidance from case managers, inmates overcome challenges by building resilience and managing their finances and employment, which are essential for successful reintegration.

Lakeside Family Resource Centre (FRC)

FRC provides information and referral services for 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 and reach out to families in distress 	<ul style="list-style-type: none"> • 1,085 Tele-visit sessions • 897 families • 51 new users
Lakeside Family Resource Centre (FRC)	Assess needs and connect inmates and families to financial assistance, resources, and help services	<ul style="list-style-type: none"> • 1,156 referrals from prisons • 384 inmates & families assisted with Yellow Ribbon Emergency Fund
Release Preparation Programme (RPP)	Conduct group work to impart life skills to inmates and guide them in setting goals and action plans for reintegration	<ul style="list-style-type: none"> • 1,702 inmates over 104 RPP sessions • 301 inmates completed Risks & Needs Assessment
Case Management Service (CMS)	Case management to support and counsel inmates and families	187 cases
TJ Haven After-care Services	Employment Support Services to link ex-inmates to potential employers and support them with career guidance and development	37 ex-inmates received job referrals

While Lakeside's CMS supported beneficiary Jamal in overcoming drug addiction, his wife reached out to his case manager for help with their son Ryan's studies. We linked Ryan up with a volunteer tutor, and his studies improved after months of online tuition. Ryan developed a strong brotherly bond with his tutor, who then stepped up to be his mentor and role model. With one less worry, Jamal could focus on his reintegration and personal development goals.

Jamal and Ryan (*not their real names*)
Beneficiaries, CMS

Protecting and Empowering Vulnerable Women & Children

166

women
served

73

babies
born

20

residents at
Safe Place

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

"Starting with a Christmas dinner in 2019, I have been cooking and delivering meals every week for the residents and staff at Safe Place. Cooking brings me joy, and I also like to write a personal note to introduce the food! I wish the mothers well in their challenging journey of motherhood. The courage of mothers wanting to bring a new life into the world is nothing short of bravery and I hope that God will continue to shower them with mercy and love! May they realise that there are many people out there who love and care for them."



"Uncle Koh" Seng Chor
Volunteer, Safe Place

Homestay Programme

We ran the homestay programme as an extension of our residential services. 10 beneficiaries were matched with 6 host families who housed mother and baby for an average of 6 months. The mothers experienced the warmth of a home environment and deep meaningful interactions while preparing for the next stage of their lives.

Project Baby

Hidden from society, incarcerated pregnant women often receive little to no support during pregnancy. Project Baby was birthed from the desire to bring resources and hope to this underserved community. 40 pregnant women, plus 8 young women in Reformatory Training benefited from the curriculum, which focuses on pregnancy and caregiving options. Topics include preparing for labour, pre-natal exercises, post-natal care, contraception, caregiving and more. Our partnership with Singapore Prison Service has enabled us to provide pregnant women with sustained community support after release.

"I found out I was pregnant when I saw the doctor for gastric pains. After a big fight with my mother, I felt I was at my lowest. I moved into Safe Place, and that gave me space to calm down. Along with professional counselling, Safe Place gave me an extra push in life, which made me a stronger person."



During a discussion, we got to dive deeper into how we were raised, and how our past influences who we are now. We learned that childhood experiences are crucial because it can affect how children view themselves in the future. Now that my baby is born, I hope to be confident in my parenting and speak up for myself more. My goal is to be a mother that my child can look up to and be proud of."

Sarah
Beneficiary, Safe Place

Our Partners

Shell Companies in Singapore

As one of Lakeside's longest-serving partners, Shell Singapore has remained steadfast in giving back to the community over the years.

In their #ShellSGGives2022 initiative, Shell volunteers befriended 22 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. All the families we serve have their own stories, and we are immensely grateful for all our volunteers who take the time to listen and extend their friendship and compassion.



Shout out to Shell volunteers from Real Estate for completing home painting projects for 2 Lakeside families! They went the extra mile to meet this family's needs with additional gift vouchers, and spruced up their living room in time for Hari Raya Puasa – thoughtful gestures indeed!

Sembawang Country Club

Congratulations to Sembawang Country Club for a successful run of their inaugural Sembawang Charity Golf 2022 on 16 and 17 July 2022! We were privileged to be one of the two adopted charities to receive the proceeds raised from this meaningful event. Thank you for raising \$110,000 for all of Lakeside's services, which will go a long way to supporting our mission of caring for the community!



Guest-of-Honour Lieutenant-General Melvyn Ong, Chief of Defence Force, presented the cheque to Mr Calvin Ngo, Second Vice-Chairman of Lakeside Management Committee.

Epson Singapore

Epson has always been active in supporting the younger generation. In another great year of partnership, their team eagerly organised a children's terrarium workshop in April 2022 upon the easing of safe management measures. It was refreshing for Epson volunteers and children from Lakeside Student Care (Jurong East) to reconnect and interact in person after so long!



The children proudly showing the terrariums they put together with help from Epson volunteers.

Warren Golf & Country Club

Many thanks to Warren Golf and Country Club for supporting Lakeside! Through their corporate social responsibility initiative called Warren Cares, the club supported Lakeside families for a year. Staff and club members generously gave \$24,500 to buy gift vouchers and ration packs for 160 families in need. This heartwarming initiative also saw our friends at Warren come together faithfully to pack and deliver the ration packs on a quarterly basis. We appreciate all the love and care they put into every giving exercise!



Appeals from Warren Cares galvanised golfers to raise funds and pack daily necessities for Lakeside families. We thank members from the Marcom Sub-Committee of Warren Golf & Country Club for their warm support!

Our Fundraisers



\$320,355

raised through
**#ICAN_____ and Walking
With You - A Million Steps**

#ICAN_____

Our children & youth fundraiser #ICAN_____ returned for a second year to raise funds for our children and youth work, namely Lakeside Student Care, The GRIT Project and Reading Intervention Services.

Supporters encouraged our young ones to boldly declare their aspirations and uncover their potential by starting their own #ICAN_____ campaigns. They were challenged to fill in the blank with a skill or trait they would like to practise. As staff, volunteers, and beneficiaries joined the action, we saw 13 campaigns centred on archery, kettlebell exercises, balloon sculpting and more! We were encouraged by everyone who played a part and led by example to raise \$159,288!



#ICANRun – WongPartnership's Run for a Cause

Over the month of May 2022, WongPartnership organised their first virtual run to fundraise for four adopted charities as part of its 30th anniversary celebrations. In this special milestone, employees came together as a firm to each run 30km to fundraise for Lakeside Family Services (Lakeside), where we were one of the adopted charities. We are immensely grateful for their efforts and generosity, which raised \$94,143!

Supporters also ran down memory lane with their #ICANPhotograph challenge, where they shared nostalgic childhood photos and stories on social media to help spread the word for #ICAN_____. Thank you WongPartnership for leading the charge in saying "I CAN!"

Walking With You - A Million Steps

The journey of a thousand miles begins with a single step, and since we began our #AMillionSteps campaign in 2020, we have walked countless miles in our drive to help inmates discover a new lease of life. In this year's edition #WalkingWithYou, we returned with fresh legs and full hearts to raise much needed funds for our work training, counselling, and guiding inmates, and journeying with them and their families.

We kickstarted the campaign on 27 August 2022 with an 8km Fun Walk from Marina Barrage to Marine Cove at East Coast Park. Our biggest thanks to over 100 Friends of Lakeside for walking in support of this good cause. Overall, it was a splendid morning of fun in the sun with our staff, volunteers, partners, and beneficiaries!



Lakeside started the Year of Celebrating SG Families with our Guest-of-Honour, Minister of State for Social and Family Development, Ms Sun Xueling. She joined us at our pitstop at Bay East Bridge, where she flagged off the second leg of the Fun Walk.

Our third annual Cross Island Walk held on 21 October 2022 represents our commitment to walking the long journey of recovery and reintegration with prisoners and their families. Guest-of-Honour Mr Shawn Huang, Member of Parliament for Jurong GRC came to encourage the walkers and did the honours of flagging off the event.

40 supporters undertook the long and arduous journey, walking 40km overnight from Lakeside to Changi Chapel Museum. The walkers persevered and encouraged one another until they reached the finishing point at 6.00am – a new record!

At the time of print, we raised \$161,067 and clocked 2,836,590 steps! This would not have been possible without our friends of all ages who walked long distances on their own time, fundraised, and gave with hearts of generosity and compassion.

Our Volunteers

700

volunteers

280

key volunteers

67

training sessions

Volunteer Development

The Volunteer's Journey at Lakeside



- 1 Screening & Matching
- 2 Orientation
- 3 Training
- 4 Serving
- 5 Feedback

Lakeside strives to sustain long-term engagement with our volunteers through orientation, training, gathering feedback from staff and volunteers, and appreciation events. As part of our commitment to enhancing volunteers' personal growth, we implemented the Volunteer Progression and Training Programme in 2022. This programme formalised key training for volunteers.

A Volunteer Leader tracking form has also been developed to assist in identifying potential volunteer leaders with good interpersonal skills. We further equipped these volunteers with the skills and knowledge required to be effective in leading and guiding other volunteers.

Strengthening Volunteer Management

Following the volunteer-friendly culture workshop conducted in August 2021, we launched volunteer management orientation for new staff. This was to help them gain clarity of Lakeside's efforts in volunteer engagement and the working relationship between staff and volunteers. 15 new staff attended the orientation in June, and indicated that they better understand volunteer management processes and the benefits of good collaboration with volunteers.

Appreciating Our Volunteers

To appreciate our valued volunteers for the tireless support they have provided, Lakeside teams held their own cosy online Volunteers' Appreciation Day 2021.

The theme of the event 'Better Together' reflected how our volunteers were the reason we were able to do so much more and make a greater impact on the community. We are appreciative of all volunteers for their selfless serving during times of uncertainty.

"To be honest, I first volunteered as a mentor not expecting much other than to keep my Saturday mornings busy. However, in the past few months, I've gained so much more! Being a part of this community of dedicated staff and inspiring mentors (who are all so young!) has been a very humbling experience for me.

Unlike my past volunteering experiences, which were largely ad-hoc, journeying with a youth for 8, 9 months felt different. With one-to-one mentoring sessions and team bonding, we had the opportunity to build a safe space where youths can learn to trust and forge ahead together. It was rewarding to see them break out of their shell week after week. On a personal level,

Emma

Volunteer, The GRIT Academy



I treasured these weekly meetings as time for valuable introspection. I'm glad to have been able to make a difference in someone's life, no matter how small!"

Management Committee & Executive Team

Management Committee (MC)

During the financial year from 1 August 2021 to 31 July 2022, 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.



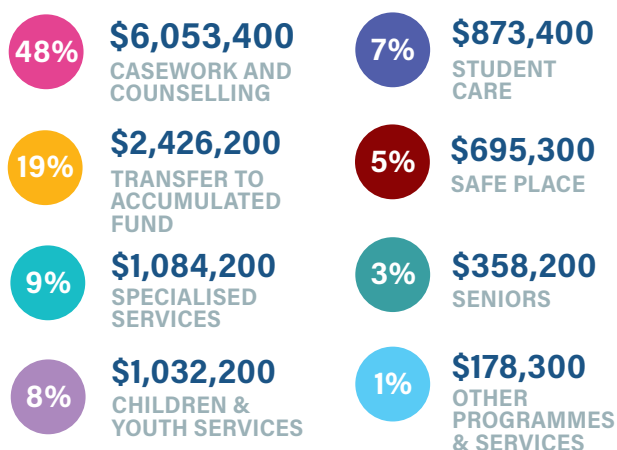
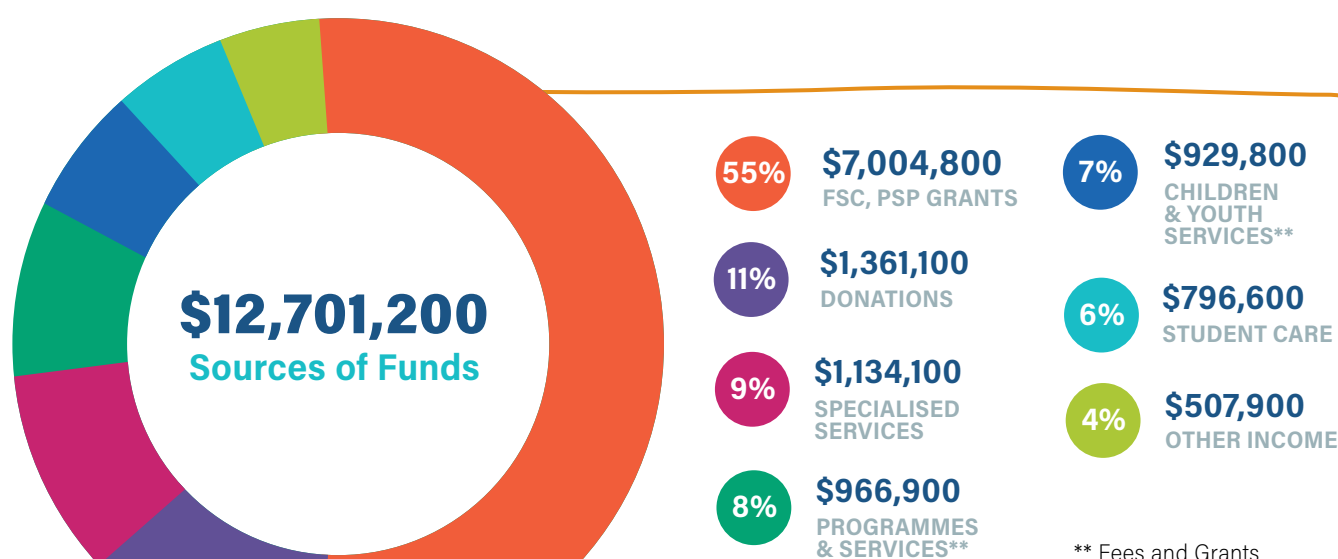
MC Member	Designation	Date of Appointment to MC	Occupation	No. of MC meetings attended (Total: 5 meetings)
Mr Andrew Tay	Chairman	1993	Director	5
Mr Ng Wai King	First Vice-Chairman	1995	Managing Partner	3
Mr Calvin Ngo	Second Vice-Chairman	2019	Retired	4
Mr Ow Chee Kee	Secretary	1993	Retired	4
Ms Tan Wee Fong	Treasurer	1999	Accountant	5
Mr Perry Lim	Assistant Treasurer	2021	CEO	5
Ms Genie Gan	Committee Member	2021	Head of Public Policy	4
Ms Ho Li Peng	Committee Member	2000	Corporate Trainer	5
Mr Jason Tan	Committee Member	2021	Head of Procurement	3
Mr John Lim	Committee Member	2017	Director	4
Mr Joshua Koh	Committee Member	2020	Legal Counsel	4
Ms Seong Koon Wah Sun	Committee Member	2015	Training Consultant	2

The Chairman, Secretary and Treasurer have not held any other office appointment in the MC.

Executive Team

Name	Designation
Mr Teo Tee Loon	Executive Director <i>Appointed to position since 1 July 2008</i>
Ms Belinda Koh	Director, Social Work
Mr Edwin Quek	Director, Clinical Services
Ms Jennifer Heng	Director, Safe Place
Mr Lim Geok Huat	Director, Specialised Services
Ms Jacqueline Heng	Assistant Director, Casework, Counselling, and Family Services

Sources & Uses of Funds



1. There are no employees with emoluments above \$200,000 p.a. The income of the top thirteen 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.

Governance Evaluation Checklist (Advanced)

S/N	Code guideline	Code ID	Response (select whichever is applicable)	Explanation (if Code guideline is not complied with)
Board Governance				
1	Induction and orientation are provided to incoming governing board members upon joining the Board.	1.1.2	Complied	
	Are there governing board members holding staff ¹ appointments? (skip items 2 and 3 if "No")		No	
2	Staff does not chair the Board and does not comprise more than one third of the Board.	1.1.3		Skip because answer to the question above is 'No'
3	There are written job descriptions for the staff's executive functions and operational duties, which are distinct from the staff's Board role.	1.1.5		Skip because answer to the question above is 'No'
4	The Treasurer of the charity (or any person holding an equivalent position in the charity, e.g. Finance Committee Chairman or a governing board member responsible for overseeing the finances of the charity) can only serve a maximum of 4 consecutive years. If the charity has not appointed any governing board member to oversee its finances, it will be presumed that the Chairman oversees the finances of the charity.	1.1.7	Complied	
5	All governing board members must submit themselves for re-nomination and re-appointment, at least once every 3 years.	1.1.8		
6	The Board conducts self evaluation to assess its performance and effectiveness once during its term or every 3 years, whichever is shorter.	1.1.1 2	Complied	
	Is there any governing board member who has served for more than 10 consecutive years? (skip item 7 if "No")		Yes	
7	The charity discloses in its annual report the reasons for retaining the governing board member who has served for more than 10 consecutive years.	1.1.1 3	Complied	
8	There are documented terms of reference for the Board and each of its committees.	1.2.1	Complied	
Conflict of Interest				
9	There are documented procedures for governing board members and staff to declare actual or potential conflicts of interest to the Board at the earliest opportunity.	2.1	Complied	
10	Governing board members do not vote or participate in decision making on matters where they have a conflict of interest.	2.4	Complied	
Strategic Planning				
11	The Board periodically reviews and approves the strategic plan for the charity to ensure that the charity's activities are in line with the charity's objectives.	3.2.2	Complied	
12	There is a documented plan to develop the capacity and capability of the charity and the Board monitors the progress of the plan.	3.2.4	Complied	
Human Resource and Volunteer² Management				
13	The Board approves documented human resource policies for staff.	5.1	Complied	
14	There is a documented Code of Conduct for governing board members, staff and volunteers (where applicable) which is approved by the Board.	5.3	Complied	
15	There are processes for regular supervision, appraisal and professional development of staff.	5.5	Complied	
	Are there volunteers serving in the charity? (skip item 16 if "No")		Yes	
16	There are volunteer management policies in place for volunteers.	5.7	Complied	
Financial Management and Internal Controls				
17	There is a documented policy to seek the Board's approval for any loans, donations, grants or financial assistance provided by the charity which are not part of the charity's core charitable programmes.	6.1.1	Complied	
18	The Board ensures that internal controls for financial matters in key areas are in place with documented procedures.	6.1.2	Complied	
19	The Board ensures that reviews on the charity's internal controls, processes, key programmes and events are regularly conducted.	6.1.3	Complied	
20	The Board ensures that there is a process to identify, and regularly monitor and review the charity's key risks.	6.1.4	Complied	

S/N	Code guideline	Code ID	Response (select whichever is applicable)	Explanation (if Code guideline is not complied with)
Financial Management and Internal Controls				
21	The Board approves an annual budget for the charity's plans and regularly monitors the charity's expenditure.	6.2.1	Complied	
	Does the charity invest its reserves (e.g. in fixed deposits)? (skip item 22 if "No")		Yes	
22	The charity has a documented investment policy approved by the Board.	6.4.3	Complied	
Fundraising Practices				
	Did the charity receive cash donations (solicited or unsolicited) during the financial year? (skip item 23 if "No")		Yes	
23	All collections received (solicited or unsolicited) are properly accounted for and promptly deposited by the charity.	7.2.2	Complied	
	Did the charity receive donations in kind during the financial year? (skip item 24 if "No")		Yes	
24	All donations in kind received are properly recorded and accounted for by the charity.	7.2.3	Complied	
Disclosure and Transparency				
25	The charity discloses in its annual report — (a) the number of Board meetings in the financial year; and (b) the attendance of every governing board member at those meetings.	8.2	Complied	
	Are governing board members remunerated for their services to the Board? (skip items 26 and 27 if "No")		No	
26	No governing board member is involved in setting his own remuneration.	2.2		Skip because answer to the question above is 'No'
27	The charity discloses the exact remuneration and benefits received by each governing board member in its annual report. <u>OR</u> The charity discloses that no governing board member is remunerated.	8.3		Skip because answer to the question above is 'No'
	Does the charity employ paid staff? (skip items 28, 29 and 30 if "No")		Yes	
28	No staff is involved in setting his own remuneration.	2.2	Complied	
29	The charity discloses in its annual report — (a) the total annual remuneration for each of its 3 highest paid staff who each has received remuneration (including remuneration received from the charity's subsidiaries) exceeding \$100,000 during the financial year; and (b) whether any of the 3 highest paid staff also serves as a governing board member of the charity. The information relating to the remuneration of the staff must be presented in bands of \$100,000. <u>OR</u> The charity discloses that none of its paid staff receives more than \$100,000 each in annual remuneration.	8.4	Complied	
30	The charity discloses the number of paid staff who satisfies all of the following criteria: (a) the staff is a close member of the family ³ belonging to the Executive Head ⁴ or a governing board member of the charity; (b) the staff has received remuneration exceeding \$50,000 during the financial year. The information relating to the remuneration of the staff must be presented in bands of \$100,000. <u>OR</u> The charity discloses that there is no paid staff, being a close member of the family ³ belonging to the Executive Head ⁴ or a governing board member of the charity, who has received remuneration exceeding \$50,000 during the financial year.	8.5	Complied	
Public Image				
31	The charity has a documented communication policy on the release of information about the charity and its activities across all media platforms.	9.2	Complied	

Notes:

¹ Staff: Paid or unpaid individual who is involved in the day to day operations of the charity, e.g. an Executive Director or administrative personnel.

² Volunteer: A person who willingly serves the charity without expectation of any remuneration.

³ Close member of the family: A family member belonging to the Executive Head or a governing board member of a charity —
(a) who may be expected to influence the Executive Head's or governing board member's (as the case may be) dealings with the charity; or
(b) who may be influenced by the Executive Head or governing board member (as the case may be) in the family member's dealings with the charity.

A close member of the family may include the following:

- (a) the child or spouse of the Executive Head or governing board member;
- (b) the stepchild of the Executive Head or governing board member;
- (c) the dependant of the Executive Head or governing board member.
- (d) the dependant of the Executive Head's or governing board member's spouse.

⁴ Executive Head: The most senior staff member in charge of the charity's staff.

Future Plans

Lakeside Family Services plans to run 2 major fundraising campaigns in Financial Year 2022 – 2023 to raise \$600,000. An online fundraising campaign for our programmes and services for the incarcerated and their families is taking place starting in the second half of 2022 on Lakeside's corporate website and crowdfunding platforms such as Giving.sg and Give. Asia. In the first half of 2023, we will be conducting another online fundraising campaign for our children and youths in need.

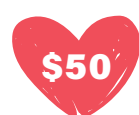
During the Financial Year 2022-2023, our projected expenditure will be \$13,067,000 on our programmes and services, \$1,818,500 on administrative / overheads and \$72,500 for fundraising campaigns.



Partner Us

Would you like to change lives today?

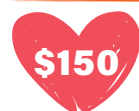
Join us in our mission to transform the lives of vulnerable children, youths, seniors, and families in an immediate and personal way. This year, Friends of Lakeside have contributed to 6,771 beneficiaries achieving breakthroughs in overcoming life challenges. Great things can be done with gifts of any 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 subsidy to improve their well-being and enhance social connectedness



Provides 1 troubled youth with 1 month's subsidy 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 700 volunteers. We need volunteers with skills and interests in these areas:

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

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

6,771
BENEFICIARIES

- 1,442 Individuals and families at FSC
- 217 Seniors
- 601 Children
- 366 Youths
- 3,979 Inmates and families
- 166 Women with unsupported pregnancies



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

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 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

Mr Eric Chua, Senior Parliamentary Secretary, Ministry of Social and Family Development and Ministry of Culture, Community and Youth

1 Auto Co. Pte Ltd
3 Pumpkins
A Glascon Pte Ltd
A Group of Philanthropists
Absolute Supplies & Leasing Pte Ltd
Abundance Realty Pte. Ltd
Advance Pinnacle Technologies Private Limited
Agape Methodist Church
Agricultural Tractors Spares Pte Ltd
Allalloy Dynaweld Pte Ltd
Ang Mo Kio Methodist Church
Anglo-Chinese School (Independent)
Applied Materials
Arete Energy Services Pte Ltd
Art Outreach Singapore Ltd
Assumption Pathway School
Axcelis
Baby Slings & Carriers Singapore
Baby's Hyperstore
BalloonAID
Bebesky
Bendemeer Secondary School
Bethany Emmanuel Church
Bethesda Hall (Depot Road) Limited
Bloom & Grow Singapore
Bollywood Adventures Pte Ltd
Boon Lay Garden Primary School
Boon Lay Secondary School
BOVE by Spring Maternity
Boys' Town Adventure Centre
Boys' Town Sanctuary Care
C K Holdings (2003) Pte Ltd
Caregivers Alliance Ltd
Cartwheels
Catalyste Pte Ltd
Central Youth Guidance Office
CES_SDC Pte Ltd
CFI Pte. Ltd.
Charlene Jade Studios Pte Ltd
CHEMTEC Chemicals Pte Ltd
ChessAgainstCOVID
Children's Cove Preschool
Christ Methodist Church
Church of Singapore (Balestier)
Church of Singapore (Bukit Timah)
City Harvest Church
Clarity Singapore
Communion Coffee
Community Chest
Cornerstone Community Church
Corporation Primary School
Council for Third Age
CP Residences Pte Ltd
Cross-Blades Pte Ltd
Daughters of Tomorrow
DBS
Decathlon
Deyi Secondary School
DeZy Pte Ltd
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
Eton House
F45 Training (Jurong CBD)
Faith Fellowship International
Faith Methodist Church
Far East Organization
Fei Yue Community Services
Fei Yue Youth Go!
Financial Life Coaching Pte Ltd
Fincare Global Pte Ltd
Floral Kokoro
Food From The Heart
Fu Dai
Fuchi Pte Ltd
Fuhua Secondary School
Fun Empire
General Filter Pte Ltd
God Bless Geylang
Grace Methodist Church
Grace Orchard School
HannaBe
HDB grains for 2022
Health Promotion Board (HPB)
Heartwarmers
Hegen Pte Ltd
Hesed Eye Specialists Pte Ltd
Hillgrove Secondary School
Home for Good SG
Hua Yi Secondary School
Hwa Chong Institution
IAM ADVISORY GROUP PTE. LTD
Imperial Treasure
IUFGC Pte Ltd
IX Technology Pte Ltd
JLGL Pte Ltd
Ju Ying Secondary School
Jurong Police Division
Jurong Secondary School
Jurong Tamil Methodist Church
Jurong West Secondary School
Jurong West Sports Hall
Jurong Youth Centre, Singapore Children Society
Jurongville Secondary School
Juying Secondary School
Kent Ridge Secondary School
Knowledge Quest Learning Centre LLP
Kong Meng San Phor Kark See Monastery
Kung & Tan Architects
L Tan Consultants Pte Ltd
Lakeside Primary School
LEAP Foundation
Lee Foundation
Lee Kim Tah Foundation
Levi's
Lewis Public Relations Pte Ltd
Little Nail Shop
Maha Bodhi (MB)
Mandai Wildlife Group
MannaDew Confinement
Mecgro Engineering and Construction Pte Ltd
Mellford Pte Ltd
Meta Fusion Pte Ltd
Ministry of Culture, Community and Youth (MCCY)

Ministry of Manpower (MOM)
Ministry of Social and Family Development (MSF)
Mitsubishi Electric Asia Pte Ltd
Mizume Japanese Dining Concept Pte Ltd
MODEC Offshore Production Systems (Singapore) Pte Ltd
Movement Buddy Pte Ltd
MSF Social Service Offices (Regional Services)
MUIS
Mummamia Confinement
Nan Hua High School
Nando's Chickenland Singapore Pte Ltd
Nanyang Constituency
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
Neptune Air Land Sea Services
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
NWH Holding Pte Ltd
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
Pantec Engineering Pte Ltd
PAssion Wave @ Jurong Lake Gardens
Paya Lebar Methodist Church
Peter Chew Clinic for Women
Pioneer Primary School
Ponente Minerals
Reckless Ericka
Redemption Hill Church
Republic Polytechnic, School of Engineering
RHAB Management Services Pte Ltd
Richfood Group Pte Ltd
River Valley High School
Roots Excellence Pte Ltd
RP Insurance Agencies Pte Ltd
RSVP, The Organisation of Senior Volunteers
Rulang Primary School
SAGE MINDBODYSPIRIT PTE. LTD
School of the Arts Singapore (SOTA)
Sembawang Country Club
Sentosa CSR
Servcorp Serviced Offices Pte Ltd
SG Cares Network
Shell Companies in Singapore
Shuqun Primary School
Sim Law Practice LLC
Singapore Management University
Singapore Polytechnic
Singapore Prison Service
Singapore Red Cross
Singapore Repertory Theatre
Singapore University of Social Sciences
Singapore Youth For Christ
SMU Sound Foundry
Social Service Office (Boon Lay)
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
ST Logistics Pte Ltd

Star Capital Insurance Agency Pte Ltd
SteppingStones
Stillen Maternity
Stuff'd
Swapaholic Pte Ltd
Tan Chin Tuan Foundation
Teng Yun Technology Pte Ltd
Thakral
The Bible Church
The Body Shop
The Community Foundation of Singapore
The Florte Pte Ltd
The Food Bank Singapore
The Legal Collective Pte Ltd
The Master Greening Company Pte Ltd
The Methodist Church
The National Kidney Foundation Singapore
The Paper Bunny
The Project J
The Shaw Foundation
The UK Online Giving Foundation
Thryft Pte Ltd
Thye Hwa Kwan FSC
Tian Wei Signature
Tiong Bahru F&B Pte Ltd
Toa Payoh East-Novena Grassroots Organisations
Tote Board
TOUCH Community Services Ltd
Ugly Cake Shop
UnionPay
Uniqlo (Singapore) Pte Ltd
UOB
UPLIFT
Warren Golf & Country Club
Wesley Methodist Church
West Grove Primary School
Westwood Secondary School
Whispering Hearts Family Service Centre
Willing Hearts
Women of Courage Asia
WongPartnership LLP
Woodlands Police Division
Xingnan Primary School
Young Women's Christian Association (YWCA) of Singapore
YourCause LLC
Yuan Ching Secondary School
Yuhua Secondary School
Yuying Secondary School
Zuo Yue Food

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)

Lakeside Family Services is a Member of NCSS

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

-  Lakeside Family Services
-  @lakesidefamilyservices
-  @LakesideFamSvc

lakeside.org.sg