

CHANGING LIVES TRANSFORMING COMMUNITIES

ANNUAL REPORT 2023 / 2024



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About Us

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

We strengthen marriages and families (including the low-income and vulnerable), 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 and beyond, 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 Builders • Compassionate • Christ-Like
- Outreach-Focused
- Team Ministry Oriented



CHAIRMAN'S MESSAGE

There is a person with needs behind every number printed in this report. Lives are changed because someone decided to show their love and care. This year, Lakeside Family Services (Lakeside) provided hope and healing for fractured families, enabled children and youths of all backgrounds to learn and grow together

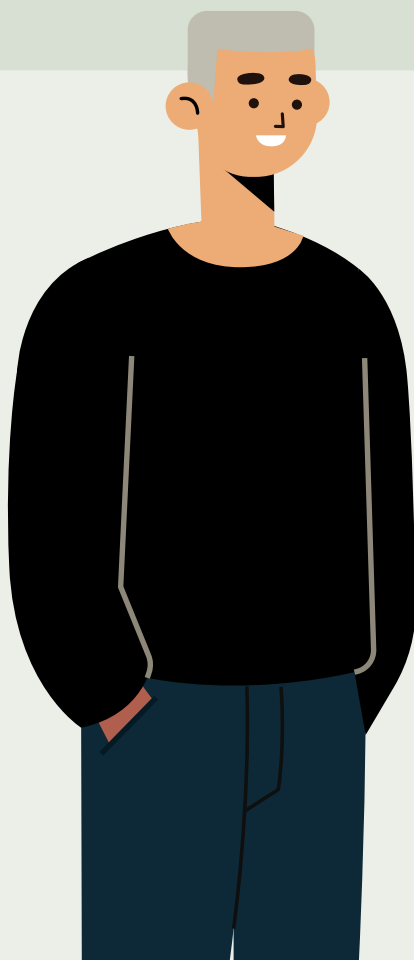


and brought opportunities to ex-inmates looking to make a fresh start. Truly, every day is a privilege for us to change lives and transform communities.

I would like to thank you for giving to *The Next Generation* for our children and youth services, *The Golden Years* for Kaki Kampong Seniors Wellness, and *A Million Steps* for our work with inmates, ex-inmates and their families. A special thank you to the Friends of Lakeside who came forward with much generosity, enabling us to continue this good work.

Thank you all for being part of the Lakeside story, and the reason why someone's life story changes for the better. This would not have been possible without you.

Andrew Tay
Chairman



EXECUTIVE DIRECTOR'S MESSAGE



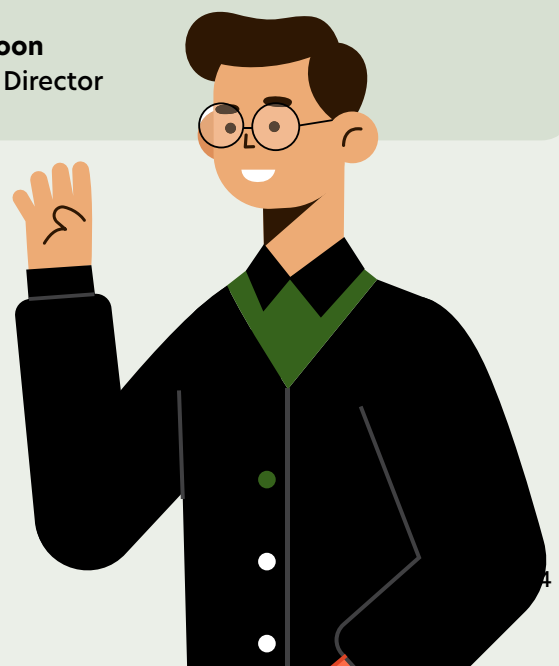
Lakeside's 31st year has been a year of firsts, reflected in our work with children, youths, seniors, and families. We are pleased to announce that Parenting Support Services is now Families for Life@Community, a new appointment that allows us to provide upstream work to strengthen marriages, in addition to parenting support.

FAM@FSC launched their first divorce support group "Journey Beyond Divorce" to help individuals process difficult emotions and navigate life during and post-divorce. CREST-Youth (SOAR) started their first mental health support group for young people experiencing anxiety. The GRIT Project (TGP)'s School Social Work held their first cyber wellness programme at Pioneer Primary School.

As part of *The Next Generation*, it was wonderful to bring our partners and beneficiaries from TGP and FAM@FSC for our first movie screening in over a decade. And in conjunction with *The Golden Years*, we organised *Art with a Heart*, Kaki Kampong Seniors Wellness' first community event, where our seniors' artworks were exhibited to the public for the first time. And we held our first *Partnership Lunch* welcoming Friends of Lakeside and new connections!

I believe there were so many firsts because we saw the needs around us, and we asked ourselves: "What else could we do to help?" And so I thank our staff, volunteers, and supporters like you for bringing these firsts from the realm of ideas into reality. May God bless you. All glory be to Him.

Teo Tee Loon
Executive Director



STRENGTHENING THE FOUNDATIONS



individuals and families served

FAMILY SERVICE CENTRE (FSC)

Through casework and counselling, our Family Service Centre teams were able to engage individuals and families in need professionally as they addressed a variety of complex challenges. Compassion, competency, humility, and empathy are key qualities of our staff from the Family Service Centre teams.

We rejoice with our clients for overcoming each challenge and eventually navigating life on their own. Of the clients assessed by caseworkers upon case closure from October 2023 to June 2024, 88.2% of Jurong East FSC's and 96.3% of Jurong West FSC's clients showed enhanced self-reliance and resilience. 98% of Jurong East FSC's and 93.3% of Jurong West FSC's clients were assessed by caseworkers to have the ability to meet their needs and manage risks.

Staff also tapped on community resources to support and strengthen our clients. We are truly thankful for support of the stakeholders in their lives, as well as our community partners and sponsors who have generously provided resources in their time of need.



Jurong East FSC hosted Jia Fu Community Foundation on their study visit to Singapore.

In July 2024, 20 social workers and staff from the Jia Fu Community Foundation in Taiwan toured our Jurong East FSC. We shared with them about FSC work and Lakeside's range of services. A volunteer also shared on the topic of "Inequalities in Old Age - A case study of Singapore's mandatory savings pension scheme and asset-based social security approach".

TOP ISSUES:



21.5%

Financial Issues



13.6%

Family Violence



12.1%

Accommodation / Shelter Issues

92.5%

of clients expressed enhanced self-reliance and resilience

95.4%

of clients showed ability to meet needs and manage risks

COMMUNITY OUTREACH

For World Sight Day, 10 low-income children and youths from Jurong East FSC received free eye screenings and spectacles at an event organised by Loving Heart Multi-Service Centre and Johnson & Johnson Vision.

Jurong East FSC collaborated with the Health Promotion Board for an exhilarating race at Taman Jurong Community Club where participants could get tips about physical activity, nutrition, and mental health. The event aimed to encourage lower-income families to adopt and sustain healthier behaviours and promote family bonding. 12 families from Jurong East FSC took part in the race.

In 2023, Jurong West FSC held "Our Free Market", our annual community flea market where residents could share their pre-loved or unused items and take home items of their choice - all completely free! As part of community building, there were games and activities for the residents to bond.



Our Free Market focused on utilising resources within the community to support one another. It also cultivated sustainability by reusing items and reducing waste.

In April 2024, Jurong West FSC carried out a community needs assessment in Jurong Spring to gain insight into how residents are managing their financial and mental health stressors. The results gathered from the survey and follow-up focus group discussion provided greater understanding in planning and executing initiatives to address the residents' needs.

GROUP WORK

We delivered three runs of Group Work, which reached 28 clients with diverse challenges. These programmes enhanced their self-awareness, emotional management, and communication abilities.

In **Financial Literacy**, clients learned practical financial skills with a supportive community. **Parenting Teens** provided a platform for parents to share experiences,

gain valuable insights into adolescent development, and strengthen parent-child bonds.

Journey to Intimacy, tailored for Chinese speakers, showed clients how they can cultivate healthier relationships, effectively manage conflicts, and foster holistic personal development. They gained a deeper understanding of themselves and identified areas for improvement in self-regulation and communication.

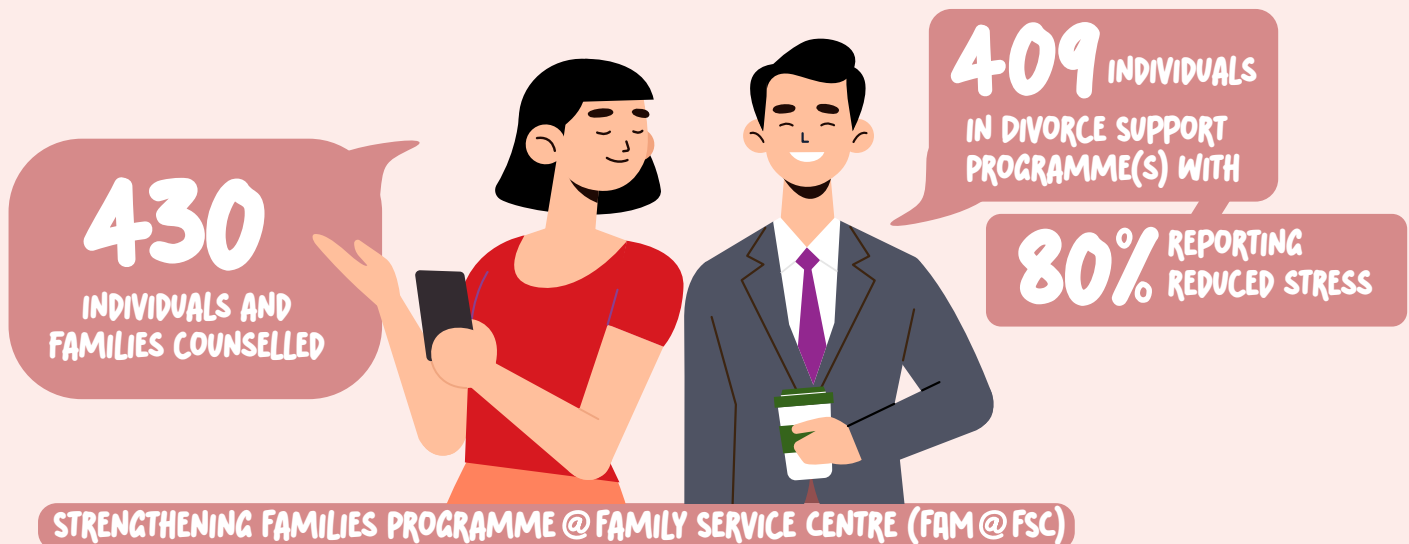
TYPES OF CASES HANDLED BY OUR FSCS

Period of Report: 1 August 2023 to 31 July 2024

Presenting Issue(s)	Jurong West	Jurong East	Combined
Accommodation / Shelter Issues	50	67	117
Addiction - Drugs / Gambling / Others	2	0	2
Behaviour - Children, Youths	23	11	34
Caregiving Issues	14	13	27
Childcare Issues	10	7	17
Disability Issues	0	1	1
Elderly Issues	4	3	7
Emotional Issues	54	59	113
Employment / Career Issues	1	3	4
Family Issues	25	33	58
Family Violence - Children / Elders / Siblings / Spousal	67	64	131
Financial Issues	124	84	208
Health Issues	1	3	4
Interpersonal Issues	8	2	10
Legal Issues	4	3	7
Marital Issues / Extramarital Relationship	31	27	58
Mental Health Issues	37	42	79
Parenting / Child Management	39	24	63
School Issues	1	6	7
Sexuality Issues	1	0	1
Youth Issues	12	1	13
Others	0	5	5
Total	508	458	966



HELPING MARRIAGES & FAMILIES IN DISTRESS



FAM@FSC (Lakeside Family Services - Jurong East) supports individuals, couples, and families grappling with distress and conflicts arising from family-related issues through our counselling and divorce support programmes.

COUNSELLING

More than 80% of clients reported that our counselling sessions have equipped them to better manage challenges and gain new insights into their issues. These positive outcomes manifest in individuals effectively handling their emotions and stressors, couples experiencing marital reconciliation, and families experiencing strengthened bonds.

CHILDREN-IN-BETWEEN

For families facing co-parenting conflicts during and after divorce, our Children-in-Between programmes raised parents' awareness of their children's needs and provided a safe space for children to explore their feelings and clarify misconceptions. Everyone learned positive coping strategies for difficult emotions and challenging situations at home. Parents recognised the need to improve interactions for their children's well-being, and children gained a sense of belonging and understanding amidst changes in family structure.

JOURNEY BEYOND DIVORCE

To support divorcing and divorced individuals, we launched our inaugural support group "Journey Beyond Divorce". The group helped 10 participants explore the complexities of navigating transitions during and after divorce, process difficult emotions, and cultivate resilience and hope. Participants emerged feeling more confident managing their situations and found comfort in the shared experience. A participant said she learned to reframe divorce not as a failure but as an opportunity for growth and renewed hope.

LANCE'S JOURNEY TO HOPE

After discovering his wife's infidelity and deciding to divorce, Lance (not his real name) faced months of emotional turmoil, battling grief, confusion, anger, and sadness. At his lowest, he thought of suicide. FAM@FSC provided Lance with a safe space to express his struggles openly. Through counselling, he found comfort, encouragement, and the resources to cope emotionally.

Eventually, Lance overcame his suicidal thoughts and anchored himself in his role as a father, rediscovering hope. His children, also affected by the divorce, received counselling to navigate the challenging transition. Today, Lance and his children have found stability and healthy coping mechanisms, forging a stronger and closer relationship.

"I thought that a family must have both a father and a mother staying with the children. Now I know that I will always be part of a family."

"I felt lost and confused, I didn't know who to talk to about my parents' divorce. I tried to bring them back together, but I can't. Now I know who I can talk to when I need help and that I cannot get my parents back together again no matter how hard I try."

Beneficiaries, Children-in-Between

SUPPORTING & EQUIPPING PARENTS & COUPLES

1,199
PARENTS

60 PARENTS
IN OUR MONTHLY SUPPORT GROUP

244 PARENTS
RECEIVED INDIVIDUAL COACHING
FOR DIFFICULT PARENTING ISSUES



FAMILIES FOR LIFE@COMMUNITY (FFLC)

Lakeside has been appointed by the Ministry of Social and Family Development as a Families for Life@Community provider. Our goal is to build a stronger, more resilient community where every family can thrive!

Previously known as Parenting Support Services, this appointment enables us to broaden our focus beyond parenting support. FFLC now includes upstream work with couples, as well as collaborative efforts with religious organisations, schools, and other key community partners.

Our comprehensive range of programmes and services continue to provide unparalleled support to parents and families while fostering strategic partnerships to enhance our collective impact.



Bonding and creating together! Parents and children enjoying decoupage on wood.

Programme	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 	<ul style="list-style-type: none"> 3 sessions of parenting talks 	<ul style="list-style-type: none"> 779 parents attended at least 2 out of 3 sessions
Triple P Level 3 (L3)	<ul style="list-style-type: none"> One-on-one coaching for parents who face difficult parenting issues 	<ul style="list-style-type: none"> 4 individual consultation sessions (45-60 mins per session) 	<ul style="list-style-type: none"> 244 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 Parents connect by sharing ideas, experiences, and best practices with one another 	<ul style="list-style-type: none"> Monthly onsite support group with parenting talk to discuss timely and relevant issues faced by parents Twice-yearly parent-child bonding activities 	<ul style="list-style-type: none"> 60 parents 14 children
Purposeful Play	<ul style="list-style-type: none"> Empowers parents to boost children's development through play and daily activities Uses 10 evidence-based strategies to maximise children's growth and potential 	<ul style="list-style-type: none"> 5 weekly onsite sessions for parents and children (0-6 years) 	<ul style="list-style-type: none"> 116 parents attended at least 4 out of 5 sessions

HONOURING & ENRICHING SENIORS

KAKI KAMPONG SENIORS WELLNESS (KKSJ)

Kaki Kampong Seniors Wellness serves seniors aged 50 and above by helping them live an active and fulfilling life. Through our programmes, we empower seniors to take charge of their lives and improve their well-being. KKSJ also equips seniors to serve other vulnerable seniors in the community.



KKSJ programmes are held at our centres at Corporation Road and Jurong East.

300 SENIORS SUPPORTED

154 VOLUNTEERS MOBILISED

70%

OF VULNERABLE SENIORS IMPROVED IN WELL-BEING AFTER COMMUNITY INTERVENTION

70%

OF SENIORS ABLE TO BETTER MANAGE THEIR HEALTH AFTER ATTENDING OUR PROGRAMMES



Programme	Description	What Lakeside does	Impact
Community Outreach <ul style="list-style-type: none"> Art & Craft Community Health Post Conversational English Class Exercise Good Buddy Happy Hour Talks Ukulele Class Chinese New Year Christmas National Day Outings 	<ul style="list-style-type: none"> Engage seniors and help them remain active Provide seniors with health counselling and education 	<ul style="list-style-type: none"> Conduct weekly outreach activities Conduct monthly health assessments Organise festive celebrations and outings for seniors 	<ul style="list-style-type: none"> 300 participants across programmes 245 participants in festive celebrations and outings 70% of participants able to better manage their physical and mental health Over 60% have reported improved social interactions
Community Intervention <ul style="list-style-type: none"> Chaperone Community Befriending 	<ul style="list-style-type: none"> Empower seniors to volunteer and help others in the community Provide vulnerable seniors with social and emotional support 	<ul style="list-style-type: none"> Provide opportunities for volunteers to help vulnerable seniors 	<ul style="list-style-type: none"> 23 senior beneficiaries 47 volunteers 70% of vulnerable seniors improved in physical, mental, and emotional well-being 80% of volunteers keen to continue befriending seniors
Community Training <ul style="list-style-type: none"> Befrienders Training Chaperone Training Facilitation Training Home Safety and Fall Prevention Training Suicide Awareness Training 	<ul style="list-style-type: none"> Equip volunteers to serve seniors in the community 	<ul style="list-style-type: none"> Provide training and support to volunteers who serve the seniors 	<ul style="list-style-type: none"> 165 volunteers trained Over 50% of volunteers who attended training are more confident in serving seniors

HAPPY HOUR

Happy Hour offered a variety of activities like singing and sharing to engage seniors with diverse interests. We collaborated with organisations like River Valley High School, Singapore University of Social Sciences, National University Health System, and Happiness Initiatives to organise talks and games for seniors.

These collaborations provided opportunities for intergenerational bonding, which benefited the seniors' mental well-being. Seniors were also able to contribute meaningfully by imparting their wealth of experience to the younger generation. A senior, Mdm Tan, expressed that participating in these activities has made her life more fulfilling than staying idle at home.



Seniors get to discuss topics close to their hearts during Happy Hour.

BEFRIENDING SENIORS

Through the Community Befriending programme, we reached out to isolated and vulnerable seniors and provided emotional and social support. Active seniors signed up as volunteers to conduct regular check-ins through phone calls and home visits, alleviating loneliness and enhancing social connectedness.

Over the years, we have built a supportive community of dedicated senior volunteers who are committed to assisting beneficiaries. This initiative has added purpose and meaning to the lives of volunteers and beneficiaries alike.

CARING FOR MR CHUA



Mr Chua, 74, is a retired mechanical engineering supervisor and a proud grandfather of five. After retiring at 63, he discovered KKSWS through friends. He particularly enjoys the singing sessions and talks at our Happy Hour programme.

He also loves joining our outings to attractions like Bird Paradise and Changi Airport, which lets him explore Singapore and share experiences with fellow seniors. He sees participating at KKSWS as a privilege, especially for those who are homebound.

His appreciation for KKSWS grew even more when he was ill with COVID-19. When he was feeling breathless, our staff and volunteers visited him. Recalling the incident, he said he was touched by their extraordinary care and support! This has also motivated Mr Chua to reach out to lonely seniors in the community, inviting them to join KKSWS activities because he believes that social connection is important for their well-being. As a volunteer, he also performed with our choral and ukulele groups to bring joy to the residents of St Andrew's Nursing Home.

BRIGHTENING MDM SURIAH'S LIFE



78-year-old Mdm Suriah, a mother of three and grandmother of six, has been living alone since the passing of her spouse. Despite the loss, she found companionship and support through our Community

Befriending programme. She enjoys monthly visits from our senior volunteer Mdm Rokiah, as well as enthusiastic student volunteers from River Valley High School. They brighten her days by playing traditional games, chatting, and sharing meals with her, bringing joy back into her life.

When Mdm Suriah suffered a bad fall which left her unable to do household chores for a time, our volunteers found out about her predicament and offered to help clean her house. She was touched by their warm gesture and the help they rendered. After she recovered from her fall, Mdm Rokiah, who had become her good friend, often brought her out for meals and spent time with her. These thoughtful gestures made Madam Suriah feel deeply valued and supported by the KKSWS community.



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 rehabilitate troubled youths and inspire them to develop their strengths and fulfil their aspirations. We also raise awareness and provide support for youth mental health issues. To provide holistic help, we work with schools, parents, employment agencies, the police, and government ministries.

987 CHILDREN SERVED
3,144 YOUTHS SERVED



THE GRIT PROJECT (TGP)



This year, programmes like SPARKS and The GRIT Hub+ organised more opportunities for family bonding, such as this outing to Wild Wild Wet.

Lakeside's The GRIT Project serves children and youths between 7 and 17 years old in Nanyang, Boon Lay, Jurong East, and Jurong West.

We engage them with programmes and services designed to stay relevant with the latest children and youth trends and needs. Experiential learning and mentoring are key elements in all our programmes, which include outdoor adventure learning and interest groups.

We seek to instil GRIT through our values: Grace, Respect, Integrity and Tenacity. Through our programmes, we provide a safe space for self-discovery and empowerment. We hope to help children and young people grow to be confident, competent, connected, caring and of good character, so they can make good life choices and give back. We exist to nurture and equip a caring generation to serve the community.

613 CHILDREN IN TGP
273 YOUTHS IN TGP



Programme	Description	What Lakeside does	Impact
Sparks!	<ul style="list-style-type: none"> School holiday programme for 7 to 12 year olds that promotes socioemotional and cognitive development, positive self-identity, and good values 	<ul style="list-style-type: none"> Provide a fun and safe environment for learning, plus field trips 	<ul style="list-style-type: none"> 355 children
The GRIT Hub+ (Nanyang & Jurong West)	<ul style="list-style-type: none"> Weekly drop-in for 7 to 12 year olds that provides a sense of belonging to the community and a safe space for children to grow 	<ul style="list-style-type: none"> Provide homework coaching, supervised playtime, thematic activities with adult supervision Run school holiday outings, tuition support, and interest-based groups like weekly ukulele classes 	<ul style="list-style-type: none"> 194 children
The GRIT Hub	<ul style="list-style-type: none"> Weekly drop-in for 11 to 17 year olds of all backgrounds, which befriends, supports, and empowers them 	<ul style="list-style-type: none"> Provide a safe social space where they can spend time meaningfully after school and make friends Run activities and outings during special occasions and school holidays 	<ul style="list-style-type: none"> 23 children 42 youths
School Social Work	<ul style="list-style-type: none"> School-based customised Group Work sessions and workshops for students 	<ul style="list-style-type: none"> Help students improve socioemotional and interpersonal skills Held our first cyber wellness programme at Pioneer Primary School 	<ul style="list-style-type: none"> 20 children 30 youths
The GRIT Academy+ (Jurong East & Jurong West)	<ul style="list-style-type: none"> Mentoring programme for 11 to 14 year olds to undergo journey of self-discovery and personal strengths, supported by mentors and peers 	<ul style="list-style-type: none"> Provide experiential activities that emphasise relationship-building and life skills 	<ul style="list-style-type: none"> 12 children 15 youths
The GRIT Academy (Nanyang & Boon Lay)	<ul style="list-style-type: none"> Mentoring programme for 13 to 17 year olds to undergo journey of self-discovery and explore their potential 	<ul style="list-style-type: none"> Run mentoring sessions, experiential learning and relationship-building activities 	<ul style="list-style-type: none"> 32 youths
Boon Lay Outreach	<ul style="list-style-type: none"> Community outreach for youths residing or schooling in Boon Lay 	<ul style="list-style-type: none"> Raise awareness of TGP's programmes and services through activities like futsal 	<ul style="list-style-type: none"> 24 youths



Children can look forward to Sparks! every school holiday.

SPARKS!

"I liked playing with the big brothers and sisters. They were very nice and took good care of us. I also enjoyed the outings as I get to go to places I've never been to before. Sparks! helped me to step out of my comfort zone to work with children from other schools to complete tasks and compete in games. I'm happy I always manage to make new friends here!"

Kay Chen
Beneficiary, Sparks!

THE GRIT HUB+



Shell Jurong Island volunteers brought children from The GRIT Hub+ to Universal Studios Singapore, where they had the time of their lives on the rides!

THE GRIT HUB



We brought youths from The GRIT Hub for a hike at MacRitchie Reservoir during the school holidays.

We introduced more structured activities this year to engage youths with different interests and provided opportunities for them to express themselves and try new things. Activities included cooking, arts and crafts, movie nights, and small group discussions on topics like self-worth, social media usage, and growing up.

THE GRIT ACADEMY+

"After attending Lakeside's Positive Parenting Programme, the caseworker brought up The GRIT Academy+, a 10-month mentoring programme my son could benefit from. At that time, my son had anger management issues. I realised he was not meaningfully engaged. Every week, I would send him to this programme, where he learned life skills like emotional management, communication, and conflict management.

Towards the end of the programme, we were able to have conversations and laugh together. Even on his birthday, he looked forward to attending the programme. Through the support provided by mentors, I observe his improvement in managing his emotions. He has fewer outbursts at home now. He also enjoyed working with others planning games for Our Free Market!"

Parent of Beneficiary, The GRIT Academy+

In a survey, eight in 10 children at The GRIT Hub+ said they would recommend the programme to a friend. Almost 90% felt they could rely on the staff for help, while nine in 10 felt listened to by the staff. Many children who join, though reserved at first, grow to display responsibility and initiative. They volunteered to help in programmes, even running games and learning booths for other children. This brought us closer to realising TGP's vision of nurturing a caring generation.

THE GRIT ACADEMY

At The GRIT Academy, youths take part in exciting experiential indoor and outdoor activities, such as High Elements, Archery Tag, and a day camp at Sentosa. They also contribute to the community through the Applied Learning Project, where they organised a fundraising bake sale, befriended the elderly at a nursing home, and prepared welfare packs for migrant workers. As a result of the positive experiences and memorable connections formed with their mentors, at least 20% of youths in the 2023 run joined the programme again in 2024.



Anna guiding her youth mentee in baking during a one-on-one mentoring session.

"My journey with Lakeside Family Services began when I discovered their website and saw they were seeking volunteers. Motivated by a desire to give back and make a positive impact, I decided to volunteer at The GRIT Project. As a mentor, the joy I have experienced is beyond words. Witnessing the growth of my mentees, celebrating their small victories, and guiding them through challenges has been a truly empowering experience.

One of the most memorable moments was when my mentee confidently presented her creatively baked red velvet cupcakes, a testament to her newfound skills and self-assurance. My hope for my mentee is that she continues to build on this confidence and resilience, using the skills we have honed together to overcome future obstacles. To those considering volunteering, I can only say that the experience is not just fulfilling, but also a source of empowerment and making a difference in someone's life."

Anna
Volunteer, The GRIT Academy

INTEGRATED SERVICE PROVIDER (ISP)

Lakeside was appointed by the Ministry of Social and Family Development to run Integrated Service Provider programmes for youth offenders and youths-at-risk. Being enrolled into these programmes gives them the opportunity to learn from their mistakes and discover more about themselves. Through case management, counselling, and Group Work, they can gain the awareness, knowledge and life skills needed to avoid risky situations in the future.



Programme	Description	What Lakeside does
Guidance Programme	<ul style="list-style-type: none"> 6-month programme for youths who committed minor offences 	<ul style="list-style-type: none"> Help youths make the right choices to lead a crime-free lifestyle Teach youths prosocial 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
Streetwise / Enhanced Streetwise Programme	<ul style="list-style-type: none"> 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 wise choices in dissociating from gang-related peers Provide individual and family counselling, Group Work
Triage	<ul style="list-style-type: none"> Assist police investigations of cases by interviewing young offenders 	<ul style="list-style-type: none"> Recommend appropriate intervention for youths, based on interviews Offer timely referrals for families to receive necessary support
Post Care	<ul style="list-style-type: none"> Follow-up programme for up to 2 years For youths who have successfully completed any ISP programme 	<ul style="list-style-type: none"> Help youths maintain good progress by providing emotional support Engage youths constructively by introducing community activities and providing career guidance Refer youths to community resources for longer term counselling support

YOUTH OUTREACH CONFERENCE

ISP and CREST-Youth (SOAR) had the privilege of conducting a well-received masterclass on engagement through art at the Youth Outreach Conference 2024. Outreach Conference 2024, organised by Fei Yue Community Services. We equipped 30 youth workers and professors involved with the NEETs population, i.e. youths who are not in Education, Employment, and Training and showed how art can be used to care for mental health.

To conclude the masterclass, we ran a shrink art activity so participants could experience it for themselves first before bringing it to the youths they work with. Participants made shrink art inspired by a picture or phrase that represented what they were good at or hoped to achieve.

NETWORKING

Together with law enforcement agencies and youth community support programmes, we connected 18 schools and four social service agencies at our annual networking session. Held at Yuhua Secondary School, 82 participants learned and shared about how to better support youths and steer them away from drugs, scams, and gang activities.



CREST-YOUTH (SOAR)

CREST-Youth, short for Community Resource, Engagement and Support Team for Youth, is a vital initiative under Singapore's Community Mental Health Masterplan. Recognising the unique challenges young people face, this programme fosters mental well-being and provides essential support to youths aged 12 to 25.

We bring mental health support directly to the community. Through interactive engagement, informative sessions, and accessible resources, we reduce the stigma surrounding mental health concerns, encourage help-seeking behaviour, and empower youths to prioritise their well-being.

75 PARENTS AND CAREGIVERS

2,821 YOUTHS

307 YOUTHS LEARNED TOOLS TO MANAGE STRESS & BUILD RESILIENCE



Service	Description	What Lakeside does	Impact
Outreach and Education	<ul style="list-style-type: none"> Promote the recognition of early signs and symptoms of mental health conditions 	<ul style="list-style-type: none"> Conduct talks, roadshows, and social media campaigns to educate young people about mental health, coping strategies, resources 	<ul style="list-style-type: none"> 2,514 youths
Holistic Support Programme	<ul style="list-style-type: none"> Provide a comprehensive approach to support youths' mental well-being 	<ul style="list-style-type: none"> Provide one-to-one emotional support, engaging group activities, informative workshops Equip youths with tools to manage stress, build resilience, foster positive relationships 	<ul style="list-style-type: none"> 307 youths
Family Support	<ul style="list-style-type: none"> Help caregivers understand and support their children's mental health 	<ul style="list-style-type: none"> Provide psychoeducation for a better understanding of mental health Provide resources and guidance to help them build a strong support system for youths with mental health concerns 	<ul style="list-style-type: none"> 75 parents and caregivers

MENTAL HEALTH GROUP WORK

Anxiety, a common mental health challenge, can profoundly impact a youth's life and affect their academic performance, social interactions, and overall well-being. Hence, we established a support group for youths facing anxiety. Being in a group fosters peer support and reduces feelings of isolation. Over eight weeks, youths learned relaxation techniques and mindfulness practices to manage anxiety. We also equipped them to set goals and action plans for a personalised path towards improved well-being.

ROADSHOWS

We ran roadshows that benefited youths and caregivers. Youths gained knowledge, support, and a sense of community, while caregivers learned about mental health, coping strategies, and available resources. One of our roadshows was held at the community event "Towards a Healthy Boon Lay Together", attended by 200 youths and caregivers.



Mr Desmond Lee, Minister for National Development & Minister-in-charge of Social Services Integration, Member of Parliament for West Coast GRC visited our roadshow!

NURTURING THE FUTURE

LAKESIDE STUDENT CARE (LSC)

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 Shell Singapore, UOB, NUS High School, and Jurongville Secondary School for an exciting year of activities like outings and workshops on topics like science and photography.



Volunteers from Shell Lubricants Supply Chain and Shell Nexus organised a tour of Jacob Ballas Children's Garden for our children, where they observed various plants and insects.



Volunteers from NUS High School conducted soccer and basketball clinics for our children. These sessions instilled the values of sportsmanship, discipline, and perseverance.

213 CHILDREN IN LAKESIDE STUDENT CARE

150 CHILDREN AT JURONG WEST

63 CHILDREN AT JURONG EAST



Children grow holistically at Lakeside Student Care.

"Last time, I was an energetic boy who liked to run around and disturb people. My parents sent me to Lakeside Student Care in hopes that I can be more mature. They wanted me to learn and have a growth mindset.

What I like most at Lakeside are the teachers. They care about me and they treat me like I am their own son. They have been good "mothers" and "fathers" to me throughout my journey. I learned from them what it means to be caring and disciplined. In the past, I was naughty but what changed me was the reflections they made me write so I can improve. The reflections also helped me improve my command of English!

I would recommend all my friends to join Lakeside because they have all the things you need. The chance to learn, teachers, friends, it has everything! It's like school, but you also learn things that cannot be taught in school. Thank you Lakeside for the past six years!"

Putra
Student, Lakeside Student Care

READING INTERVENTION SERVICES (RIS)

Lakeside's Reading Intervention Services 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.



Programme	Description	What Lakeside does	Impact
We Can Read	<ul style="list-style-type: none"> For 4 to 8 year olds from low-income families, who have reading difficulties 	<ul style="list-style-type: none"> Help children acquire the skills and strategies to improve their reading and writing skills, thereby increasing their self-esteem and confidence 	<ul style="list-style-type: none"> 140 children 136 volunteers
kidsREAD (Sponsored by National Library Board)	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 104 children 99 volunteers
Buddy Reading	<ul style="list-style-type: none"> For Primary 1 to 2 Lakeside Student Care children 	<ul style="list-style-type: none"> Help children be successful at school through reading and mentoring sessions with their Buddy Reader 	<ul style="list-style-type: none"> 21 children 12 volunteers
Individual Educational Plans for special cases	<ul style="list-style-type: none"> For primary school children with or at risk of specific learning difficulties 	<ul style="list-style-type: none"> Provide effective one-to-one intervention with targeted goals 	<ul style="list-style-type: none"> 12 children
Values-based Storytelling	<ul style="list-style-type: none"> For all children in our reading programmes 	<ul style="list-style-type: none"> Share stories to impress and imbibe character-building values in children's lives 	<ul style="list-style-type: none"> 54 children 23 volunteers
Literacy Camp (Readers' Theatre)	<ul style="list-style-type: none"> For Primary 1 to 3 children in our reading programmes 	<ul style="list-style-type: none"> Provide children the opportunity to learn during school breaks in a relevant, fun, and enjoyable way 	<ul style="list-style-type: none"> 20 children 20 volunteers



55 children attended the 2023 RIS graduation party, where they celebrated what they learned and achieved at RIS. They enjoyed fun activities based on the story of the Jolly Christmas Postman.

GETTING PARENTS INVOLVED

While the parents participated in the "How to Make Learning Fun" parenting workshop and had hands-on practice, their children were actively engaged in the Readers' Theatre programme. They were provided with scripts and taught how to read with fluency and expression. The children thoroughly enjoyed performing in front of their proud parents. It was a rewarding and enriching experience for both parents and children that day.

"My child is not easy to handle but the teacher is patient to teach and guide him."

"The teachers are patient and ensure each child has a chance to read by themselves. Sometimes, they even extend the timing of the session!"

Parents of Beneficiaries
We Can Read

"It makes me happy that the children enjoy coming to class and learning new things."

"I can see how some students have progressed not only in reading but also in their confidence. Our programme makes every child feel seen and heard."

Volunteers
We Can Read

HEALING THE BROKEN-HEARTED, RECONCILING FAMILIES

TAMAN JURONG HAVEN (TJH)

Lakeside's Taman Jurong Haven 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.



3,926 INMATES & FAMILIES SERVED

1,600 INMATES PREPARED TO REINTEGRATE WITH REPP

955 FAMILIES RECONNECTED USING TELE-VISIT

Service	What Lakeside does	Impact
In-care Services		
Tele-visit Service	<ul style="list-style-type: none"> Provide 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"> 1,135 Tele-visit sessions 955 families served 33 new families
Re-Entry Preparation Programme (RePP)	<ul style="list-style-type: none"> Conduct group work to impart life skills to inmates and guide them in setting goals and action plans for reintegration to their communities and families 	<ul style="list-style-type: none"> 1,600 inmates attended the RePP sessions over 108 runs
Case Management Service (CMS)	<ul style="list-style-type: none"> Provide both in-care and aftercare case management to support and counsel ex-inmates and their families 	<ul style="list-style-type: none"> 137 cases referred by Singapore Prison Service, with 70% of inmates successfully completing CMS
Aftercare Services		
Employment Support Services	<ul style="list-style-type: none"> Match ex-inmates to potential employers and support them with career guidance and development 	<ul style="list-style-type: none"> 36 ex-inmates received job referrals
Family Support Programme	<ul style="list-style-type: none"> Strengthen relationships by encouraging interaction and cohesion Organise celebratory feasts, family bonding activities, and family conversations 	<ul style="list-style-type: none"> 28 families participated in family outings and psychoeducation sessions
Connect and Support Programme	<ul style="list-style-type: none"> Organise activities that help ex-inmates embrace a prosocial lifestyle 	<ul style="list-style-type: none"> 16 ex-inmates 2 families
Support Group	<ul style="list-style-type: none"> Organise monthly gatherings to encourage ex-inmates to continue their journey of growth and recovery 	<ul style="list-style-type: none"> 8 ex-inmates

CASE MANAGEMENT SERVICE

Lakeside provides Case Management Service for inmates under Community Based Programmes (e.g., Day Release Scheme, Work Release Scheme, Direct Home Scheme), where they go to work during the day 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, manage their finances and employment, and build resilience.



AFTERCARE SERVICES



Activities like this durian party hosted by staff and volunteer befrienders are especially helpful for ex-inmates who do not have good family relationships.

Our aftercare services encourage ex-inmates to commit to employment, rebuild family relationships, and connect with caring volunteers. Through our programmes and activities, we create opportunities for them to adopt a prosocial lifestyle and regain a sense of normalcy as they reintegrate back into society.



"Although I'm only 22, I've faced challenges that shaped who I am today. At the age of three, I was diagnosed with retinoblastoma, a rare form of eye cancer. Doctors told my parents, "Either you remove his eye, or he dies." Growing up with only one working eye was difficult, especially as a child trying to fit in with others. Back then, I was eager to prove I was just like everyone else.

My curiosity and the influence of my peers sometimes led me down the wrong path. When I was 15, I was hanging out with friends when one of them revealed he had 'ice' (methamphetamine). That's when I got high for the first time. After I dropped out of school to work, my tolerance had increased. I needed more and more, and soon I was working just to buy ice.

Then it happened. My house was raided by the Central Narcotics Bureau. I had to report for weekly urine tests. That forced me to quit briefly. But once I

received my first National Service (NS) allowance, I relapsed and as fate would have it, we had a surprise urine test the very next day. This time, I served six months in the Drug Rehabilitation Centre (DRC).

I was assigned to Chris, my Case Manager at Lakeside. Being an ex-inmate too, he has seen prison longer than I have seen. He has a deep understanding of the struggles associated with addiction, which gives me confidence in his guidance. His encouragement and insights have been essential in helping me overcome challenges and focus on my goals. Without him, I might still be in the DRC.

I've learned to lead a healthier and more balanced life. Thankfully I secured a job right after NS and I'm currently working full time. And a huge reason why this was possible was thanks to all the donors who supported Lakeside. Your help is not just about money. You are essential for our success as we work to rebuild our lives."

Adam
Beneficiary, TJH



PROTECTING & EMPOWERING VULNERABLE WOMEN & CHILDREN

189 UNSUPPORTED PREGNANT WOMEN, INCLUDING 27 RESIDENTS

112 BABIES BORN

54 INMATES IN PROJECT BABY*

*Not part of 189 pregnant women as Project Baby is a specialised outreach programme where not all inmates were pregnant and our clients



Minister Indranee Rajah, who oversees the National Population and Talent Division in the Prime Minister's Office, was given a tour of Safe Place's residence and spoke to our mothers about their pregnancy journeys.



We mobilised 165 volunteers to support mothers and babies in different capacities. More than 50 volunteers attended our luncheon honouring their unwavering support helping our beneficiaries thrive.

SAFE PLACE

Safe Place empowers women and families with unsupported pregnancies to make life-giving choices. We desire to see women able to take personal responsibility and ownership of their lives and situations, receive relevant information and resources to make the best choices for themselves and their child, and view parenthood and their future through eyes of hope. Our services include temporary accommodation, case management, counselling, pre- and post-natal equipping, community networks and referrals.

MOTHER'S DAY

We celebrated our mothers' love with a lively carnival for 19 mothers and 20 children, while 111 mothers across Singapore received fragrant self-care packs. A mother shared, "I came home to a delightful surprise! I'm grateful to Safe Place, the volunteers, and the sponsors for remembering and pampering us!"

"I stayed at Safe Place before my delivery. Even after my baby arrived, my parents did not allow me to return home. Safe Place arranged for my homestay with a kind couple who welcomed me into their home. They played with my child and supported us; I felt accepted by them daily. Through their care, I've risen in confidence to handle many parenting tasks independently."

Riley (not her real name)
Beneficiary, Safe Place

BABY SAFE

Baby Safe is a unique scheme of Safe Place that provides essential baby items to unsupported pregnant mothers. This support extended from pregnancy to full-term helps ease their financial worries and offers a hopeful start to parenting. In addition to practical support, mothers are also cared for by caseworkers who develop customised care plans and walk the journey with them.

OVER THE PAST YEAR, WE DISTRIBUTED



WORKING TOWARDS SEXUAL WHOLENESS



106 CLIENTS SERVED

INCREASE IN PERSONS WITH TRANSGENDER CONCERNS REACHING OUT FOR SUPPORT

**FASTEST GROWING AREAS:
SEX CRIMES,
COMPULSIVE SEXUAL BEHAVIOUR**

SEXUAL WHOLENESS SERVICES (SWS)

Sexual Wholeness Services provides mental health support for those navigating sexuality and gender identity concerns. We provide support through psychotherapy, educational initiatives, and social work collaborations internally with Lakeside's other departments, as well as other social service agencies.

Sexuality is a contentious area. It is important to remember that in the midst of swirling controversies, there are hurting individuals and families that require a safe space with skilled help.

THERAPY

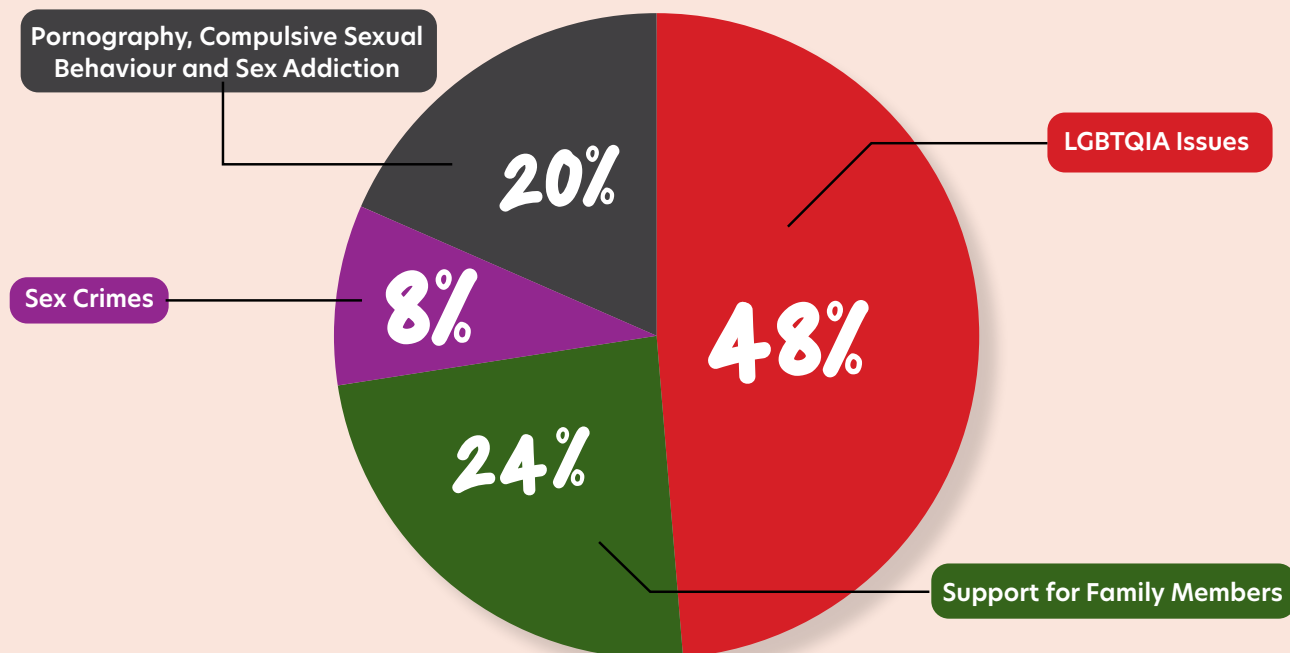
Presently, 48% of our work centres on individuals struggling with Lesbian, Gay, Bisexual, Transgender, Queer, Intersex, and Asexual (LGBTQIA) concerns. 24% of our work supports family members of those navigating sexuality and gender identity concerns, and the remaining 28% is on concerns relating to pornography, sex addiction, and sex crimes.

NEW SERVICES AND AREAS OF EMPHASIS

This year, the two fastest growing areas are relating to Sex Crimes committed by young persons, and Compulsive Sexual Behaviour. As such, SWS has engaged suitable persons with relevant experience in these areas to augment our services.

We are also seeing an increase in persons with transgender concerns reaching out for community psychosocial support.

TYPES OF CASES HANDLED



OUR FUNDRAISERS

TOTAL \$432,665

THE NEXT GENERATION \$273,926

THE GOLDEN YEARS \$9,971

A MILLION STEPS \$101,917

PARTNERSHIP LUNCH \$46,851



THE NEXT GENERATION



The Next Generation aimed to bring together all generations to care for our youngest and inspire healing and mutual empathy between generations.

THE GOLDEN YEARS

The Golden Years raised \$9,971 for Kaki Kampong Seniors Wellness (KKSWS). KKSWS runs programmes that promote holistic wellness in seniors, thereby addressing issues commonly faced by the elderly - a loss of health and mobility, and a lack of social support, engagement, and sense of purpose.



The Golden Years campaign showed how life can be lived to the fullest at any age and one's golden years can be a time of joy and fulfilment instead of fear and isolation.

We ran *The Next Generation* to raise funds for Lakeside's children and youth causes, namely The GRIT Project, Reading Intervention Services, and Lakeside Student Care. Campaign highlights include *The Big Banquet*, a cook-off by The GRIT Project's youths and mentors.

We also organised a movie night for 200 supporters and beneficiaries, where a child shared about the impact our reading programme made on her life. With six fundraisers and many generous supporters, and additional publicity generated by home-cooking influencer Kaijie Koh, we raised \$273,926!



The Big Banquet is also part of our The GRIT Academy mentoring programme where youths push themselves with new experiences, acquire important life skills, and learn to trust their abilities.

We concluded the campaign with *Art with a Heart*, where the public joined us and our seniors for performances, workouts, and sing-along sessions. This event was made possible with support from partners like Jurong Spring CC, People's Association, and Shell Singapore.



KKSWS seniors led Guest-of-Honour Dr Hamid Razak, Second Adviser to Jurong GRC Grassroots Organisation (Jurong Spring) on a guided tour of the art exhibition, where their artworks were showcased to the public for the very first time!

A MILLION STEPS

To date, *A Million Steps* has raised \$101,917 for our work at Taman Jurong Haven, including family support, employment assistance, plus casework and counselling for inmates, ex-inmates, and their families. Once again, supporters raised funds and added their steps for this good cause, this time with our first steps challenge mobile app.

And how far did we go for a good cause? 70 participants joined us for our fifth consecutive *Cross-Island Walk*, a 40km overnight walk from Jurong to Changi that represents our willingness to walk the long journey of recovery and reintegration with prisoners and their families.



For many ex-inmates, the path to reintegration is filled with obstacles. In the journey of *A Million Steps*, every step we take with them helps unlock new beginnings.

PARTNERSHIP LUNCH



Guest-of-Honour Mr Shawn Huang, Senior Parliamentary Secretary, Ministry of Education and Ministry of Finance, Member of Parliament for Jurong GRC talked about how Lakeside's work has benefited many individuals and families in need over the years.

Our first-ever *Partnership Lunch*, "Building a Community of Care", raised \$46,851 for our work in childhood literacy, children and youth mentoring, seniors' wellness, and support for inmates and their families! Guests enjoyed a four-course lunch and a performance of retro songs by KKS seniors.

Beneficiaries from KKS, Taman Jurong Haven, and The GRIT Project took to the stage to share how Lakeside changed their lives, be it through providing years of faithful mentoring, a connection to the right job opportunity, or efforts to bring seniors with mobility issues into a supportive community. Thank you to all our supporters for walking alongside us and our beneficiaries!



The *Cross-Island Walk* was flagged off by our Chairman, Mr Andrew Tay.

OUR VOLUNTEERS

UNDERSTANDING OUR VOLUNTEERS

Volunteers play a key role at Lakeside and increase the impact we can make. Therefore, it is important to provide a positive volunteering experience. In our 2024 mid-year volunteer satisfaction survey, we collected responses from 70 volunteers across various programmes. 97% felt strongly valued as volunteers. Most volunteers reported receiving sufficient training and skills to perform their roles effectively. Nearly all volunteers find their work meaningful and they feel empowered to make a positive impact.

Reflecting on their positive experiences, many volunteers were willing to recommend Lakeside's volunteering opportunities to friends and family. This highlights the strength of our volunteer engagement and supportive environment.

APPRECIATING OUR VOLUNTEERS

"Celebrating Lives, Celebrating You" was the theme of our Volunteers' Appreciation Day 2023! We celebrated our volunteers' presence and contributions, starting with a delicious meal personally served by Lakeside staff, while a band of musically talented staff entertained them with the classics!

Our Volunteer Management Chairperson Ms Genie Gan, and Executive Director Mr Teo Tee Loon shared their appreciation for the volunteers. Everyone brought home a special token – a delightful set with a luggage tag and a tote bag designed by our children and seniors.



Volunteers like Meenakshi help children master early childhood literacy.

425
VOLUNTEERS

209
KEY VOLUNTEERS



97%
FEEL STRONGLY
VALUED AS
VOLUNTEERS

"Being out of the workforce for 10 years made me feel low at times. What purpose did my existence serve? Then I discovered volunteering, which taught me that we can find meaning on earth by serving others. The chance to volunteer started when a close friend introduced me to Lakeside. She would share her students' progress, which inspired me to get involved. Currently, I volunteer for We Can Read and Buddy Reading, helping kids improve their reading and writing skills.

One of my students, who has mild dyslexia, could not recite the alphabet or phonetic sounds when I started my journey with him two years ago. Today, he reads books with confidence. His progress inspired me to continue my volunteering journey and impact as many lives as possible. It gives me immense pleasure to see our efforts bringing so much change in their lives and boosting their confidence, which will take them a long way.

I work with kids because I believe in the importance of sowing the seeds of growth early. Providing the right environment from the beginning enables them to not only stand on their own, but support those around them. When we nurture children with warmth and sensitivity, they pick up on these traits, which ultimately shapes the future of generations to come."

Meenakshi
Volunteer, Reading Intervention Services



Candles were lit to symbolise the light that the volunteers brought to the lives of our beneficiaries. What a touching sight!

MANAGEMENT COMMITTEE & EXECUTIVE TEAM

MANAGEMENT COMMITTEE

During the financial year from 1 August 2023 to 31 July 2024, there were a total of 5 Management Committee (MC) meetings.

As of this report, 3 MC members, namely Andrew Tay, Ow Chee Kee, and Tan Wee Fong, 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.

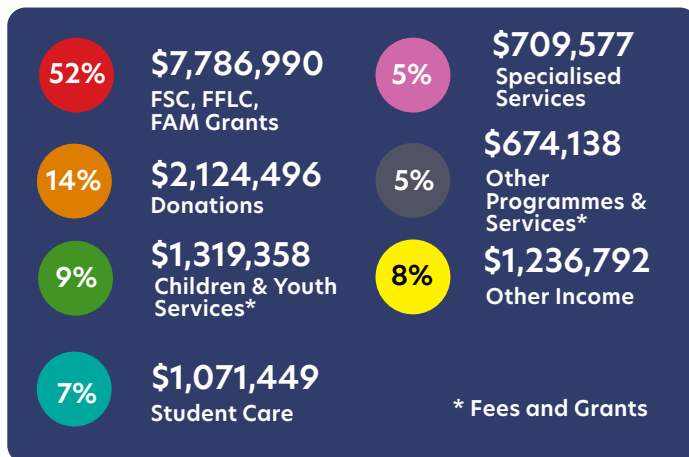
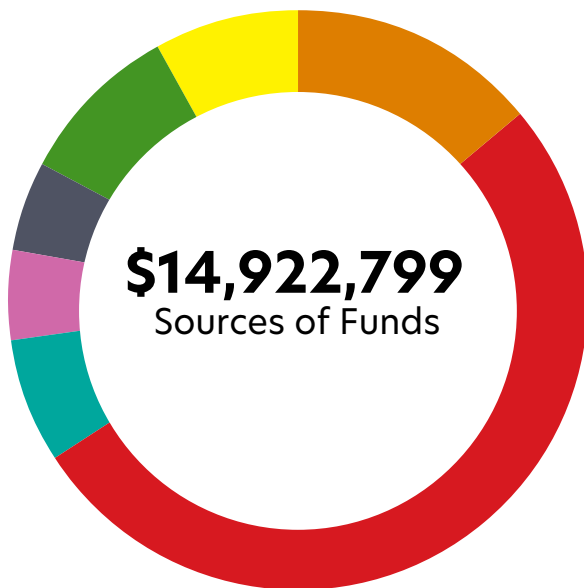
MC Member	Designation	Date of Appointment to MC	Occupation	No. of MC meetings attended (Total: 5 meetings)
Mr Andrew Tay	Chairman	1993	Director	5
Mr John Lim	Vice-Chairman	2017	Director	4
Mr Ow Chee Kee	Secretary	1993	Retired	5
Ms Tan Wee Fong	Treasurer	1999	Accountant	5
Mr Calvin Ngo	Committee Member	2019	CEO	3
Ms Genie Gan	Committee Member	2021	Director	2
Mr Jason Tan	Committee Member	2021	Director	4
Mr Joshua Koh	Committee Member	2020	Legal Counsel	5
Mr Perry Lim	Committee Member	2021	CEO	3
Ms Seong Koon Wah Sun	Committee Member	2015	Training Consultant	1

*Seong Koon Wah Sun missed 4 consecutive MC meetings due to a serious illness and bereavement in the family. MC accepted the reason for her absence.

EXECUTIVE TEAM

Name	Position
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
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 \$300,000 p.a. The income of the top executive lies in the band of \$200,000 – \$300,000 p.a., while the income of the next 15 executives 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 two years' operating expenses in reserve. Any amount in excess of this is to be used for new programmes and services, given to other charities with a similar mission, or used to start another charity.
8. Our banks are Credit Suisse, DBS Bank, Standard Chartered Bank, Bank of Singapore, and United Overseas Bank.
9. Our auditor is Tan & Teh, Public Accountants and Chartered Accountants of Singapore.

GOVERNANCE EVALUATION CHECKLIST

S/N	Guidelines	Code ID	Response
1	Induction and orientation are provided to incoming Board members on joining the Board.	1.1.2	Complied
	Are there governing board members holding staff ¹ appointments?		No
2	Staff* does not chair the Board and does not comprise more than one-third of the Board.	1.1.3	Not Applicable
3	There are written job descriptions for their executive functions and operational duties which are distinct from their Board roles.	1.1.5	Not Applicable
4	There is a maximum limit of four consecutive years for the Treasurer position (or equivalent, e.g Finance Committee Chairman or person on Board responsible for overseeing the finances of the charity). Should the charity not have an appointed Board member, it will be taken that the Chairman oversees the finances.	1.1.7	Complied
5	All Board members submit themselves for re-nomination and re-appointment, at least once every three years.	1.1.8	Complied
6	The Board conducts self evaluation to assess its performance and effectiveness once during its term or every 3 years, whichever is shorter.	1.1.12	Complied
	Are there Board member(s) who have served for more than 10 consecutive years?		Yes
7	The charity discloses in its annual report the reasons for retaining Board member(s) who has served for more than 10 consecutive years.	1.1.13	Complied
8	There are documented terms of reference for the Board and each of its Board committees.	1.2.1	Complied
9	There are documented procedures for Board members and staff to declare actual or potential conflicts of interest to the Board.	2.1	Complied
10	Board members do not vote or participate in decision-making on matters where they have a conflict of interest.	2.4	Complied
11	The Board periodically reviews and approves the strategic plan for the charity to ensure that the activities are in line with its 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
13	The Board approves documented human resource policies for staff.	5.1	Complied
14	There is a documented Code of Conduct for 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?		Yes
16	There are volunteers* management policies in place for volunteers*.	5.7	Complied
17	There is a documented policy to seek Board's approval for any loans, donations, grants or financial assistance provided by the charity which are not part of its core charitable programmes.	6.1.1	Complied
18	The Board ensures internal controls for financial matters in key areas are in place with documented procedures.	6.1.2	Complied
19	The Board ensures 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, regularly monitor and review the charity's key risks.	6.1.4	Complied
21	The Board approves an annual budget for the charity's plans and regularly monitors its expenditure.	6.2.1	Complied
	Does the charity invest its reserves, including fixed deposits?		Yes
22	The charity has a documented investment policy approved by the Board.	6.4.3	Complied
	Did the charity receive cash donations (solicited or unsolicited) during the year?		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 year?		Yes
24	All donations-in-kind received are properly recorded and accounted for by the charity.	7.2.3	Complied
25	The charity discloses in its annual report: i. Number of Board meetings in the year; and ii. Individual Board member's attendance.	8.2	Complied
	Are Board members remunerated for their Board services?		No
26	No Board member is involved in setting his or her own remuneration.	2.2	Not Applicable
27	The charity discloses the exact remuneration and benefits received by each Board member in its annual report. OR The charity discloses that no Board members are remunerated	8.3	Not Applicable
	Does the charity employ paid staff?		Yes
28	No staff is involved in setting his or her own remuneration.	2.2	Complied
29	The charity discloses in its annual report: i) The total annual remuneration (including any remuneration received in its subsidiaries), for each its three highest paid staff*, who each receives remuneration exceeding \$100,000, in bands of \$100,000; and ii) If any of the 3 highest paid staff* also serves on the Board of the charity. OR The charity discloses that none of its staff* receives more than \$100,000 in annual remuneration each.	8.4	Complied
30	The charity discloses the number of paid staff* who are close members of the family* of the Executive Head or Board Members, who each receives remuneration exceeding \$50,000 during the year, in bands of \$100,000. OR The charity discloses that there is no paid staff* who are close members of the family* of the Executive Head or Board Member, who receives more than \$50,000 during the year.	8.5	Complied
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

FUTURE PLANS

Our major fundraising campaigns in Financial Year 2024/25 are a Partnership Lunch and two online fundraising campaigns, for the incarcerated and their families, and for our initiatives that strengthen intergeneration ties, on Lakeside's corporate website and crowdfunding platforms such as Giving.sg.

We will be introducing programmes that strengthen intergeneration ties, collaborate with agencies to provide social health support and starting two new centres, one to provide aftercare support for ex-offenders and the other to provide support for individuals, couples and families.

For the Financial Year 2024/25, our projected expenditure is estimated at \$13.6 million for our programmes and services, \$1.6 million for administration and overheads, and \$0.1 million for fundraising campaigns.

Due to redevelopment plans by the authorities, we will need to vacate our corporate headquarters premises at 21 Yung Ho Road (The Agape) by 2031. In preparation for this, we will be raising funds for our new Corporate HQ office over the next few years.

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 11,843 beneficiaries achieving breakthroughs in overcoming life challenges. Great things can be done with gifts of any amount:

\$100 - Provides 1 disadvantaged child with 1 month's subsidy for student care services

\$500 - Provides 1 child from a low-income family with learning difficulties with 6 months' individualised reading intervention services

\$3,000 - Provides 15 active seniors and 5 vulnerable seniors with 1 year's programmes and activities to improve their well-being and enhance social connectedness

\$5,000 - Provides 40 ex-inmates with employment support services to help them secure jobs and prepare them for reintegration into their families and community

\$10,000 - Provides 6 troubled youths with 1 year's mentoring and guidance to develop confidence, character and self-esteem

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 425 volunteers. We need volunteers with skills and interests in these areas:

Befriend & Chaperone

Teach & Mentor

Organise & Facilitate

Support & Administration

Arts & Media

Go to lakeside.org.sg to find out more

11,843 BENEFICIARIES SERVED

1,805 individuals and families with FSC and FAM@FSC

1,199 parents

300 seniors

3,219 youths and their parents / caregivers

987 children

3,926 inmates and their families

189 women with unsupported pregnancies &

112 babies born

106 clients through Sexual Wholeness Services



Support Us



Donation Response Form

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

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

☐ MONTHLY DONATION (credit card or GIRO only)

☐ \$50 ☐ \$100 ☐ \$150 ☐ \$200

☐ Other amount: _____

☐ ONE-TIME DONATION

☐ \$100 ☐ \$500 ☐ \$1,000 ☐ \$3,000

☐ Other amount: _____

Donor's Details (please tick accordingly)

☐ INDIVIDUAL GIVING

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

Full Name (as in NRIC / FIN): _____

NRIC no. / FIN: _____

☐ CORPORATE GIVING

Organisation Name: _____

UEN: _____

Name of Contact Person: _____

Contact Details

Address: _____ Postal Code: _____

Email: _____ Contact No.: _____

I am giving by: (please tick accordingly)

☐ CHEQUE (Payable to Lakeside Family Services)

Cheque no.: _____

Bank: _____

☐ ONLINE

Donate online via:

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

☐ CREDIT CARD (VISA / MASTERCARD)

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

Cardholder's Name: _____ Cardholder's NRIC no. / FIN: _____

☐ GIRO (Please complete the form below)

Part 1: For Donor's Completion

Name (as in bank account): _____

NRIC no. / FIN: _____ Contact No.: _____

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

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

To (Name of Bank): _____ Branch: _____ Date: _____

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

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

Part 2: For BO's Completion

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

BANK	BRANCH	ACCOUNT NO TO BE DEBITED

BO'S DONOR REFERENCE NO

Part 3: For Bank's Completion

To: Lakeside Family Services

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

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

Name of Approving Officer: _____ Authorised Signature: _____ Date: _____

*Please delete where is applicable

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

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

Please fold along dotted line



**BUSINESS REPLY SERVICE
PERMIT NO. 08310**



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

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

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

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

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

Acknowledgements

President Tharman Shanmugaratnam

Ms Grace Fu, Minister for Sustainability and the Environment and Minister-in-charge of Trade Relations, Member of Parliament for Yuhua SMC

Mr Desmond Lee, Minister for National Development & Minister-in-charge of Social Services Integration, Member of Parliament for West Coast GRC

Ms Indranee Thurai Rajah, Minister, Prime Minister's Office, Second Minister for Finance and Second Minister for National Development, Member of Parliament for Tanjong Pagar GRC

Ms Rahayu Mahzam, Minister of State, Ministry of Digital Development and Information & Ministry of Health, Member of Parliament for Jurong GRC

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

Mr Shawn Huang, Senior Parliamentary Secretary, Ministry of Education and Ministry of Finance, Member of Parliament for Jurong GRC

Dr Tan Wu Meng, Member of Parliament for Jurong GRC

Mr Xie Yao Quan, Member of Parliament for Jurong GRC

Dr Hamid Razak, Second Adviser to Jurong GRC Grassroots Organisation (Jurong Spring)

1Solution Services Pte Ltd
Acme Logistics
Agape Methodist Church
Agency for Integrated Care
Aldersgate Methodist Church
Allalloy Dynaweld Pte Ltd
Amare Engineering Pte Ltd
Anglo-Chinese School (Independent)
ANL Resources Pte Ltd
Arlanxeo
Assumption Pathway School
Baby Slings & Carriers Singapore
Baby's Hyperstore
Bank of Singapore
Bethany Church Singapore
Bethany Emmanuel Church
Bethesda Bedok Tampines Church
Boon Lay Community Centre
Boon Lay Garden Primary School
Boon Lay Secondary School
C K Holdings (2003) Pte Ltd
Caring for Life
Cartwheels
Catalyste Pte Ltd
Central Narcotics Bureau
CFI Pte Ltd
China Classic Pte Ltd
Church of Our Saviour
City Harvest Church
Clementi Town Secondary School
Clyde and Co
Community Psychology Hub
Constellar Holdings Pte Ltd
Cornerstone Community Church
Corporation Primary School
Council for Third Age
CP Residences Pte Ltd
Credit Suisse
Cru Singapore
Cummins Asia Pacific Pte Ltd
CYC International Pte Ltd
DBS Bank
Dignity Mama
Doulas of Singapore
Dr Barrie Tan and Mrs Tan Le Peng Bale and Caje Fund
DREAMUS SPS Pte Ltd
Emmanuel Christian Church
Eng Leng Contractors Pte Ltd
Engineering Good
Eternal Life Assembly
Faith Methodist Church
Farro & Co Advisors Pte Ltd
Fei Yue Community Services
Frontier Primary School
Fuhua Secondary School
Gateway Church
Genius Central Singapore
Geylang Bless God

GOPIZZA Singapore
Grace Methodist Church
Happiness Initiative
Health Promotion Board Singapore
Heart of God Church
Hegen Pte Ltd
Hillgrove Secondary School
Hilton Garden Inn
Hope Church
Hotel Miramar Singapore
Hua Yi Secondary School
Infinite Transports Pte Ltd
Infinity Marine Pte Ltd
International Community School
ITE College West
Jewel Changi Airport Devt Pte Ltd
Jurong Central Constituency Office
Jurong Central Residents' Committees
Jurong Spring Community Centre
Jurong Spring Constituency Office
Jurong Spring Residents' Committees
Jurong West Primary School
Jurong West Secondary School
Jurongville Secondary School
Juying Secondary School
Kimen Pte Ltd
Kingdom Advance Community Church
Lakeside Primary School
Lee Foundation
Living Water Methodist Church WSCS
Loving Hand Fellowship
Marshall Wace Singapore Pte Ltd
Mastercard Women's Leadership Network
Ministry of Social and Family Development
MOH Office for Healthcare Transformation
Momentum Hotel
Motherswork
Mount Alvernia Hospital
Mutts & Mittens Pte Ltd
MV Logistics Pte Ltd
My Little Coconut
Nanyang Technological University
National Junior College
National Kidney Foundation
National Library Board
National University Health System
National University of Singapore
New Creation Community Services
Ngee Ann Polytechnic
Nomura Singapore Limited
NUS High School
Olive Tree Baby and Kids Clinic
OneNine57 Pte Ltd
PAP Community Foundation
Pasir Panjang Hill Community Services Centre
Paya Lebar Methodist Church
Persatuan Permudi Islam Singapura
Peter Chew Clinic for Women

Pioneer Primary School
President's Challenge
Reckless Ericka
Red Cross
Redemption Hill Church
Republic Polytechnic
River Valley High School
Rotary Club of Singapore West - Dennis and Lucy Hangchi Fund
Rulang Primary School
Sea Ltd
SFS Global Logistics Pte Ltd
Shell Singapore
Shuqun Primary School
Singapore Institute of Management
Singapore Management University
Singapore Police Force
Singapore Polytechnic
Singapore Prison Services
Singapore University of Social Sciences
Singapore Youth for Christ
Snow Venture Pte Ltd
Social Service Office
St Andrew's Nursing Home
St John's Chapel
Standard Chartered Bank
Swedish Women's Association
T&H Cleaning Pte Ltd
Tan & Teh, Public Accountants and Chartered Accountants of Singapore
Tan Chin Tuan Foundation
Teo Soon Seng Pte Ltd
Thakral Corporation
The Community Foundation of Singapore
The Girls' Brigade
The Missing Piece
The Osteopathic Centre Pte Ltd
The Sanistry Singapore
The UK Online Giving Foundation
THK Family Service Centre@Jurong
Unity Secondary School
UOB
Wesley Methodist Church
West Grove Primary School
Westspring Secondary School
Westwood Primary School
Westwood Secondary School
Whispering Hearts Family Service Centre
Wholesome Savour Pte Ltd
WPR Asia Pte Ltd
Xingnan Primary School
Yellow Ribbon SG
Youth Work Association Singapore
Yuan Ching Secondary School
Yuhua Community Club
Yuhua Secondary School
Zuo Yue Food

Our Centres

Lakeside Family Centre (Jurong West)

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

Lakeside Family Centre (Jurong East)

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 & Youth Centre

Blk 977, Jurong West St 93,
#01-369,
Singapore 640977
Tel: 6019-8550
Email: thegritproject@lakeside.org.sg

Kaki Kampong Seniors Wellness Centre

500 Corporation Road,
#03-01,
Singapore 649808
Tel: 6019-8530
Email: kkseniors@lakeside.org.sg

Safe Place

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

Our Student Care Centres

Lakeside Student Care (Jurong West)



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

Lakeside Student Care (Jurong East)

Blk 302, Jurong East St 32
#01-22,
Singapore 600302
Tel: 6564-9677
Fax: 6564-9876
Email: faith-kwan@lakeside.org.sg

Lakeside Family Services is a Member of NCSS

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

 Lakeside Family Services
 lakesidefamilyservices
lakeside.org.sg

