

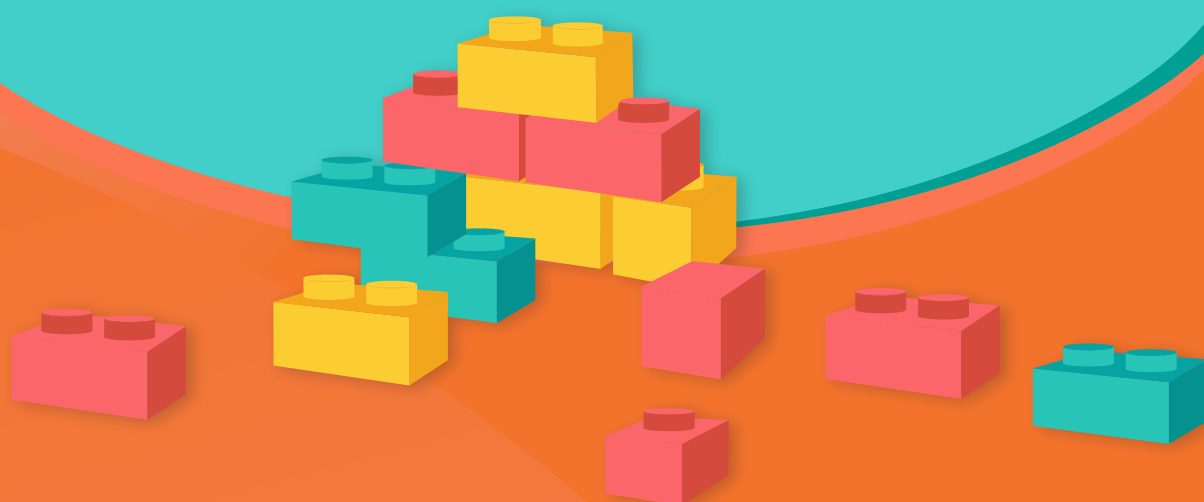
Changing Lives Transforming Communities

ANNUAL REPORT 2024 / 2025



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About Us

Lakeside Family Services (Lakeside) is an Institution of a Public Character (IPC) and 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.



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



Lakeside's guiding vision is to change lives and transform communities. Since 1993, we have been serving vulnerable individuals and families across all walks of life, helping them overcome challenges, build resilience, and find hope.

Our work spans the full spectrum of the community, from strengthening marriages and families, reaching children and youths at risk, empowering seniors to serve vulnerable seniors, assisting ex-offenders, to helping women with unsupported pregnancies. At the heart of everything we do is the belief that every person deserves dignity, care and to live with fullness and purpose.

Lakeside continues to build meaningful connections in the community through services that unite people across generations, support vulnerable groups, and empower individuals to make positive progress. None of this would be possible without the dedication of our staff and volunteers, and the generosity of our partners and donors. Your gifts to our fundraisers: *Season of Giving*; *Small Steps, Big Dreams*; *Lakeside Charity Golf 2025* and *Lakeside Charity Gala 2025* drive this work forward.

As we look to the future, Lakeside remains committed to creating spaces of hope, restoration and providing care for all in need. Together, we can make a lasting difference in the lives of those we serve and strengthen the fabric of our community.

Andrew Tay
Chairman



Executive Director's Message



It has been a busy and exciting year for Lakeside. This year, we served over 15,633 beneficiaries as we continued to identify gaps, innovate, and extend our reach because every life matters.

We deepened our community connections through intergenerational programmes that brought together children from The GRIT Project and

Lakeside Student Care with seniors from Kaki Kampong Seniors Wellness. Through shared experiences such as cooking and art, they built friendships that transcended age and background. Youth and senior volunteers also visited vulnerable seniors in their homes, offering companionship, joy, and dignity. These moments remind us that when generations come together, communities grow stronger, warmer, and kinder.

We also expanded The GRIT Project to reach more children and youths who need support, friendship, and encouragement. What began as a weekly sports outreach has now grown into a full-fledged drop-in programme at Boon Lay. Our team and volunteers continue to journey alongside these young people, believing in their resilience and potential.

This year, we also had the joy of meeting many of our long-time friends and new supporters at our fundraising events, namely the *Small Steps, Big Dreams Overnight Walk*; *Lakeside Charity Golf 2025* and *Lakeside Charity Gala 2025*. Your generosity and encouragement have enabled us to continue funding programmes and to support the upcoming move of our TJ Haven centre to Clementi. We are deeply grateful for your partnership in making our mission possible.

At Lakeside, we believe in walking alongside every person who crosses our path with compassion, courage, and commitment. Thank you for journeying with us as we continue to serve, connect, and bring hope to our community.

May God bless you. All glory be to Him.

Teo Tee Loon
Executive Director

Strengthening the Foundations



Top issues:



17%
Financial Issues



15%
Family Violence



13%
Accommodation /
Shelter Issues

89%

of clients expressed
enhanced self-reliance
and resilience

96%

of clients expressed
satisfaction with the
service received at our
FSCs

Family Service Centre (FSC)

Through casework and counselling, our Family Service Centre teams were able to engage individuals and families who needed professional support to overcome a variety of complex challenges.

We rejoice with our clients as they overcome challenges and gradually learn to navigate life independently.

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.

Community Outreach

This year, Jurong West FSC expanded the scale of “Our Free Market” with generous support from Southwest CDC and Jurong Spring CC. Held at Jurong Spring CC on 5 July 2025, this annual event brought together more than 500 people comprising a diverse mix of community groups and volunteers, including Mindful Community, Zhong Hua TCM Medical Centre, and the Malay Focus Group by Jurong Spring CC.

The initiative aimed to foster neighbourly care and mutual support, raise mental health awareness, promote sustainable living through reuse and upcycling, and strengthen community resilience and cohesion in Jurong West through volunteerism.

On 25 March 2025, a group of 20 students from Methodist Girls’ School (Secondary) visited Jurong East FSC to gain an understanding of the services and support systems available to the community that Lakeside is serving.

After our sharing on Lakeside’s work, we led the students on a walk around the rental blocks. They did community mapping by observing the surrounding amenities and engaging the residents. They were also encouraged to think critically about existing community services. We hope the visit would inspire them to propose meaningful initiatives that can enhance and complement Lakeside’s efforts in the future.



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



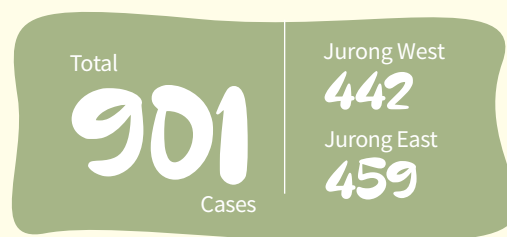
The students shared that they gained insights into the challenges faced by families and the strategies used to provide effective intervention.

Group Work

Jurong East FSC conducted **The Light** in May 2025, a skills-based group work designed to help children learn to cope with after-crisis situations. In collaboration with Lakeside Student Care (Jurong East), seven children attended, and all of them gave positive feedback and shared their learning experiences when applying coping skills. The intended outcomes were achieved, with all participants successfully identifying at least two crisis responses, two coping strategies, and two sources of support.

Journey to Intimacy, tailored to Chinese-speaking clients, 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.

A total of 26 clients benefited significantly from the group work. 94% of participants indicated that they gained new insights and perspectives that deepened their self-understanding, while also identifying areas for improvement in self-regulation and communication skills.



Types of Cases Handled by Our FSCs

Period of Report: 1 August 2024 to 31 July 2025

| Presenting Issue(s) | Jurong West | Jurong East | Combined |
|--|-------------|-------------|------------|
| Accommodation / Shelter Issues | 50 | 69 | 119 |
| Addiction - Drugs / Gambling / Others | 1 | 0 | 1 |
| Behaviour - Children, Youths | 21 | 11 | 32 |
| Caregiving Issues | 14 | 14 | 28 |
| Childcare Issues | 9 | 4 | 13 |
| Elderly Issues | 2 | 2 | 4 |
| Emotional Issues | 48 | 54 | 102 |
| Employment / Career Issues | 2 | 2 | 4 |
| Family Issues | 21 | 42 | 63 |
| Family Violence - Children / Elders / Siblings / Spousal | 61 | 76 | 137 |
| Financial Issues | 100 | 52 | 152 |
| Health Issues | 2 | 1 | 3 |
| Interpersonal Issues | 6 | 1 | 7 |
| Legal Issues | 5 | 3 | 8 |
| Marital Issues / Extramarital Relationship | 32 | 26 | 58 |
| Mental Health Issues | 27 | 36 | 63 |
| Parenting / Child Management | 32 | 30 | 62 |
| School Issues | 0 | 4 | 4 |
| Youth Issues | 7 | 1 | 8 |
| Others | 2 | 31 | 33 |
| Total | 442 | 459 | 901 |

Helping Marriages & Families in Distress

665 individuals and families counselled

676 individuals received at least 1 divorce support programme

Over

80%

of families reported healthier relationships after counselling



Strengthening Families Programme – FAM (Lakeside Family Services)

FAM (Lakeside Family Services) journeys alongside individuals, couples, and families navigating challenges such as marital conflicts, parent-child difficulties, divorce-related issues, grief and loss, and mental health concerns. Through our counselling and divorce support programmes, we strengthen families so they can thrive through life's difficult seasons.

Counselling

Our counsellors draw from approaches like Structural Family Therapy, Emotionally Focused Couples Therapy, Art Therapy, and more. More than 300 families received counselling support, with over 80% gaining new insights, better emotional management, and healthier relationships. Couples reconciled, families improved communication, and individuals facing grief or mental health challenges built resilience and self-awareness.

Mandatory Co-Parenting Programme

Families experiencing divorce often grapple with co-parenting conflicts and children's adjustment to new family structures. More than 600 parents received support through the Co-Parenting Programme (CPP), learning to understand their own and their children's needs and make child-focused decisions. Over 90% of parents who completed CPP reported being better informed about the impact of divorce on their families.

Children-In-Between

More than 30 parents and children participated in Children-In-Between (CiB). Parents learned co-parenting skills, while children found a safe space to express emotions and strengthen their sense of security. More than 90% of parents who attended CiB were able to identify at least two co-parenting skills, while over 90% of children reported reduced stress.

Journey Beyond Divorce

33 individuals participated in "Journey Beyond Divorce", a support group that helps people connect, process emotions, and rebuild after separation. Guided by counsellors, participants emerged more confident, resilient, and hopeful for the future.

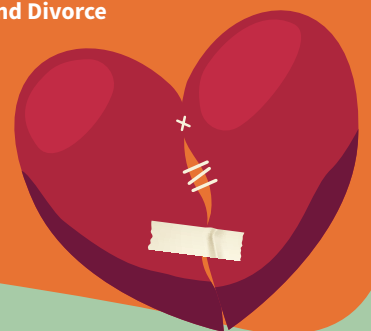
"I'm incredibly grateful for this support group. It came at just the right time as I was navigating the challenges of my divorce. The counsellors were incredibly dedicated, even leading sessions after hours to support us.

The sessions were immensely helpful, drawing insightful comparisons between our emotions and those in the movie 'Inside Out 2'. We explored the Gottman Institute's concept of the 'Four Horsemen' and their antidotes, and identified our personal values. These tools are essential for building mental and emotional resilience.

I truly appreciate the availability of such programmes, especially considering how mentally, emotionally, and financially draining a divorce can be. I now see divorce not as a failure but as a course correction that has brought me renewed confidence and assurance."

Lucy (not her real name)

Beneficiary, Journey Beyond Divorce



Supporting & Equipping Parents & Couples

2,921 | **22**
parents | couples



96%

of parents reported reduced parenting stress

Families for Life@Community (FFLC)

As a Families for Life@Community (FFLC) service provider appointed by the Ministry of Social and Family Development (MSF), we are here to help families grow stronger. FFLC enhances parent-child relationships and their well-being through a tiered range of evidence-based parenting programmes that are based on individual needs and the ages of the children.

We strengthen marriages through providing a variety of evidence-based marriage programmes tailored for soon-to-wed, newlywed, and long-married couples. These programmes equip couples with personalised relationship insights and practical skills.



Mrs Raj, a regular participant in our mothers' support group, enjoying family time at Universal Studios Singapore on a trip sponsored by MSF for FFLC beneficiaries.

| Programme | Description | What Lakeside does | Impact |
|--|--|---|---|
| Triple P Positive Parenting Programme Seminars (Level 2) | <ul style="list-style-type: none"> Equip parents with practical strategies to strengthen relationships and prevent behavioural problems | <ul style="list-style-type: none"> 3 parenting seminars (total 4.5 hours) | <ul style="list-style-type: none"> 731 parents attended at least 2 out of 3 sessions Of 246 parents surveyed, 99% reported improved parenting competency 96% reported reduced parenting stress |
| Triple P Positive Parenting Programme Consultations (Level 3) | <ul style="list-style-type: none"> One-on-one coaching for parents facing specific parenting challenges | <ul style="list-style-type: none"> 3-4 individual consultation sessions (30-45 mins per session) | <ul style="list-style-type: none"> 253 parents completed Level 3 Of 124 parents surveyed, 100% reported improved parenting competency 96% reported reduced parenting stress |
| Topical Talk for Parents | <ul style="list-style-type: none"> Equip parents with knowledge and practical tools on a wide range of parenting concerns | <ul style="list-style-type: none"> Parenting talk (60-90 mins per talk) | <ul style="list-style-type: none"> 1,741 parents attended 14 talks |
| Family 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 Strengthen parent-child relationships | <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"> An average of 55 parents attended each month |
| Purposeful Play | <ul style="list-style-type: none"> Empower parents to boost children's development through play and daily activities Use 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"> 141 parents attended at least 4 out of 5 sessions |
| Prepare / Enrich Marriage Enrichment Programme | <ul style="list-style-type: none"> Enable couples to deepen their understanding of relationship dynamics and individual personalities Help couples gain insights to their strengths and growth areas using assessment tool Build resilience in marriage | <ul style="list-style-type: none"> 12 hours of onsite group work for couples who are married for more than 2 years | <ul style="list-style-type: none"> 22 couples Of 18 spouses surveyed, 100% reported improved communication skills and confidence in managing conflict |

Honouring & Enriching Seniors



848
seniors supported

215
volunteers mobilised

85%
of seniors able to better manage their physical and mental health

100%
of vulnerable seniors improved in social well-being

Kaki Kampong Seniors Wellness (KKSWS)

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

| 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"> 442 seniors supported with programmes, outings, celebrations 85% of seniors able to better manage their physical and mental health 80% of seniors reported increase in social connectedness |
| Community Intervention <ul style="list-style-type: none"> Chaperone Community Befriending Nursing Home Visits | <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 weekly chaperone service to fetch seniors with mobility issues to the centre, enabling their participation in programmes and reducing social isolation Support vulnerable seniors through weekly check-ins on their well-being and provide opportunities for them to share issues and challenges Engage nursing home patients through singing, games, and performances | <ul style="list-style-type: none"> 50 senior beneficiaries 77 volunteers 100% of vulnerable seniors improved in social well-being with chaperone services 100% of senior 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 monthly training and support to volunteers who serve the seniors | <ul style="list-style-type: none"> 153 volunteers trained 215 volunteers engaged Over 78% of volunteers who attended training are more confident in serving seniors |

Age Well Everyday

The Age Well Everyday (AWE) programme provides seniors with a variety of activities that promote physical and mental wellness, including cognitive workouts, fitness exercises, health talks, and mindfulness sessions. It helps seniors stay mentally sharp, manage stress effectively, and improve their overall quality of life.

AWE began as a partnership with the Yeo Boon Khim Mind Science Centre (YBK MSC) and the Dementia Prevention Programme from the Jurong Ageing Study. It is run by KKSWS staff and volunteers who are trained and certified by YBK MSC. We also work with Jurong Spring Community Centre to encourage more seniors to take part in AWE.



Caring for Mrs Wee

For more than a decade, Mrs Wee, 87, has been a regular participant at KKSWS. Although she has been living alone since her spouse passed away more than 10 years ago, she enjoys the community here.

She used to be able to move around independently and take care of herself. However, two years ago, she had a fall and had to undergo hip surgery. During her rehabilitation at the hospital, she struggled with the pain and felt helpless as she did not have many people who would visit her.

As she was unable to perform some daily activities independently upon her discharge, we worked with a medical social worker to link her to relevant assistance and resources. We also visited her regularly and ensured that her helper was able to look after her.

Recently, she suffered a massive stroke, but we continued to support her and arrange for her to come to our centre while her helper runs errands and liaises with medical social workers to complete her Advance Care Plan and Lasting Power of Attorney.

Mrs Wee believes that it is a miracle that she regained the ability to speak, eat, and walk independently after the stroke. She is most grateful for KKSWS's support!

Mrs Wee

Beneficiary, Kaki Kampong Seniors Wellness

Intergenerational Programmes

A new intergenerational initiative started this year, featuring a series of activities designed to bring Lakeside Student Care children and KKSWS seniors together for food preparation and arts and crafts. Groups of youths and senior volunteers also conducted home visits together to engage vulnerable seniors in conversations and activities. Intergenerational programmes enhance quality of life by fostering social connectedness, emotional well-being, and happiness among seniors, children, and youths.



Intergenerational activities can strengthen bonds between generations and encourage positive perceptions across different age groups. For example, the number of seniors who reported feeling comfortable interacting with children and youths doubled.

Amy's Journey of Giving and Receiving

"I am grateful to be part of the KKSWS community, which has supported me through life's challenges. What makes it even more special is having my mother join me in the centre's activities. I enjoy taking on new roles, like being the emcee for festive events, something I never imagined myself doing."



I also lead singing and games at nursing homes. It was heartwarming to see the senior I befriended light up during our visits and share his stories with us. Volunteering has helped me grow, and I am truly glad to belong at KKSWS."

Mdm Amy (left)

Volunteer, Kaki Kampong Seniors Wellness



Restoring & Empowering the Next Generation

1,020 | 3,856
children served | youths served



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

We 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.

The GRIT Project (TGP)

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.

658
children in TGP

365
youths in TGP

71%

of parents noticed positive changes in children's behaviour after weekly drop-in sessions



The GRIT Project nurtures and equips a caring generation to serve the community.

| 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"> 284 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 them 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 coding classes (subject to volunteer group's availability) | <ul style="list-style-type: none"> 195 children 71% of parents noticed positive changes in their child's behaviour 64% of parents noticed positive changes in their child's interactions with others |
| The GRIT Hub (Nanyang, Boon Lay, Jurong West) | <ul style="list-style-type: none"> Weekly drop-in for 11 to 17 year olds of all backgrounds, to be engaged in youth-friendly activities with peers and befrienders | <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 Started another programme run in Boon Lay in 2025 evolving from the sports outreach | <ul style="list-style-type: none"> 372 youths 100% of youths expressed satisfaction with the programme and activities |
| 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 | <ul style="list-style-type: none"> 5 schools served 34 children 82 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"> 16 children 14 youths 15 beneficiaries served residents at Our Free Market |
| The GRIT Academy (Nanyang) | <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"> 26 youths |

The GRIT Hub+

Thanks to the generous sponsorship from UOB and Mandai Wildlife Group, children from The GRIT Hub+ and their families were given an opportunity to explore Bird Paradise together on 27 October 2024. The families got to enjoy a tour of the park, complimentary food or retail vouchers, and most importantly, an opportunity to form precious memories with their families.



The GRIT Hub+ strongly advocates for family bonding as a key ingredient in raising confident and resilient children. We are thankful to UOB for sponsoring 100 beneficiaries from 24 families on a trip to Bird Paradise.

The GRIT Academy



Youths from The GRIT Academy gave back to the community by participating in an intergenerational project and conducting interactive educational segments on sustainability. 30 youths and seniors took part in the project at Kaki Kampong Seniors Wellness Centre on 19 June 2025.



Beneficiary Yi Xuan, 14, with her mentors at The GRIT Academy's graduation. She also gave a touching sharing about how TGP changed her life at the Lakeside Charity Gala 2025.

"Before coming to TGP at 13, I was lonely and got bullied in school. I was made fun of, and every morning, I would wake up with the same dreadful thoughts, "I don't want to go to school." Nonetheless, I still had to do the same dreadful routine from Monday to Friday, going through school thinking, "I don't want to be here."

I didn't care about studies, and I would get into trouble just because my life felt too boring. I struggled with friendships. When my friends and I quarrelled, I would put the blame on them or end the friendship.

These problems continued until a friend of mine invited me to The GRIT Academy, an eight-month mentoring programme. After joining them, I felt like I had finally found my safe space. Friends to have fun with, mentors to talk to about my problems, and a second home to look forward to going to every week. They gave me advice on my studies, family, and friendship problems.

I remember one day, my best friend at school betrayed me and spread rumours about me. It felt like almost the whole school knew. I was so sad, and the first thing I did was to go to TGP to seek my mentor's advice. The moment I stepped into the centre, I felt so safe, I cried my heart out. My mentors comforted me, and after that day, I knew they would always have my back no matter what.

With the support I received, I was motivated to become a better person. I became more confident in myself. My family became closer. I don't get into trouble anymore. I patched things up with the friends I had broken friendships with and made even more new friends!

My grades improved from straight C's to almost straight A's. I was among the top ten students in my class, receiving The Most Perseverance Award! Going forward, I want to pursue my studies and become a doctor. I also want to cherish the people in my life who care about me."

Yi Xuan
Beneficiary, The GRIT Academy

The GRIT Hub



Volunteer Erica lends a listening ear to her youth mentees during The GRIT Hub's activities. Our volunteers are often supported by staff in their volunteering journey with us.

"As a final year student with a flexible schedule, I wanted to volunteer with the extra free time I had. What really interested me about Lakeside and especially The GRIT Hub was that I could give back to the community directly by engaging with youths.

With weekly drop-in sessions, we give the youths an avenue to talk about their week, enjoy fun activities, and bond with other youths and volunteers. I like the friendly vibe and culture at TGH. Everyone is super welcoming and supportive! I hope to see the youths feel less stressed and worried about school. Having been a young student myself, I understand how detrimental the pressure of academia and social norms in school can be.

I believe that all youths are deserving of our support, no matter their backgrounds, as they are all going through a tough period of growth and stress in their lives. After all, we were once in that position where even a small act of kindness would have made our days. Your support for these youths in their formative years will help them understand that they are being heard and cared for."

Erica
Volunteer, The GRIT Hub



Integrated Service Provider (ISP)

Lakeside is one of the agencies 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 in these programmes gives them the opportunity to learn from their mistakes and discover more of 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.



187
youths in ISP

| Programme | Description | What Lakeside does | Impact |
|---|--|---|--|
| Enhanced Step-Up | <ul style="list-style-type: none"> 12-month programme for youths either at risk of dropping out of school or out of school youths | <ul style="list-style-type: none"> Help youths discover their challenges in attending school Help youths be meaningfully engaged | <ul style="list-style-type: none"> 8 youths |
| Guidance Programme | <ul style="list-style-type: none"> 6-month programme for youths with minor offences | <ul style="list-style-type: none"> Help youths make the right choices to lead a crime-free lifestyle 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 | <ul style="list-style-type: none"> 14 youths |
| 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 dissociation with gang-related peers Provide individual and family counselling, group work | <ul style="list-style-type: none"> 1 youth |
| 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 the youths based on the interviews Offer timely referrals for the family to receive necessary support | <ul style="list-style-type: none"> 156 youths |
| 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 | <ul style="list-style-type: none"> 8 youths |

“My grandson’s curiosity about fire resulted in an offence, which activated the SCDF and police. He was enlisted in the Guidance Programme (GP), where he was enlightened on safety do’s and don’ts. My wife and I were impressed by the changes in his attitude and how he perceived things.

Initially, he had a challenging attitude regarding timeliness. The counsellor enforced consequences for latecoming – He was required to do one sit-up for every minute he was late. This motivated him to be on time and even early. To encourage him, the counsellor also did jumping jacks for every minute that he was early. As a result, his attitude and behaviour improved.

Thank you so much for helping him understand what environmental safety means. Kudos to all of you and keep it up.”

Grandparent of Beneficiary
Integrated Service Provider

Networking

On 7 March 2025, we organised a sharing and networking session themed “THRIVE (To Help Restore Individual Voices Effectively)” with 28 schools and 12 community partners from Jurong East and Jurong West. The session brought together 100 representatives from the Ministry of Social and Family Development, the Ministry of Education, and Starfish Singapore to strengthen collaboration, share best practices and resources, and support youth well-being and development.



CREST-Youth (SOAR)

3,304
youths

87 parents and caregivers

450
youths learned tools to manage stress & build resilience



CREST-Youth (SOAR) is a community-based mental health developmental programme that supports youths in building resilience, strengthening mental well-being, and discovering their strengths.

Designed as a safe and supportive platform, SOAR engages youths through one-on-one counselling sessions, workshops, and experiential learning. It fosters self-awareness, emotional regulation, and positive identity formation.

By nurturing life skills, peer connections, and meaningful community involvement, SOAR empowers young people to overcome mental health challenges, set personal goals, and confidently navigate transitions in school, family, and society.

| Service | Description | What Lakeside does | Impact |
|--|--|---|--|
| Individual Support for 12 to 25 year olds | <ul style="list-style-type: none"> Empower youths to build resilience and strengthen decision-making skills Empower youths to work towards their personal goals in a safe and supportive environment | <ul style="list-style-type: none"> Provide one-to-one emotional support for youths navigating personal, academic, social or emotional challenges Provide engaging group activities and informative workshops Equip youths with tools to manage stress, build resilience, and foster positive relationships | <ul style="list-style-type: none"> 450 youths |
| Outreach | <ul style="list-style-type: none"> Create safe entry points for youths to access timely support Strengthen youths' sense of belonging and community ties | <ul style="list-style-type: none"> Conduct talks, roadshows, workshops, and social media campaigns Educate young people about mental health, coping strategies, resources | <ul style="list-style-type: none"> 2,854 youths |
| Parents & Caregivers Support | <ul style="list-style-type: none"> Partner with parents and caregivers to strengthen family relationships Build supportive home environments | <ul style="list-style-type: none"> Provide psychoeducation for a better understanding of mental health Provide resources and guidance to help build a strong support system for youths with mental health concerns | <ul style="list-style-type: none"> 87 parents |

Interest-Based Activity

This year, we conducted five runs of a crochet activity. Each run had six sessions and was supported by a trainer and volunteers. Crocheting provided a platform for youths to relieve stress, take a breather from school and other commitments, and deepen knowledge of their own mental health. The youths made new friends, opened up about their mental health struggles, and provided support to each other.



At the end of each run, the youths expressed how much they enjoyed crocheting. 80% of youths shared that the crochet sessions helped them relieve stress.

Psycho-Educational Workshops

We conducted a range of psycho-educational workshops at schools, including a series at the Institute of Technical Education (ITE) College West on the topic of emotional resilience. During these sessions, the students learned to identify their emotions accurately using the emotions wheel and gained tips on how to cope when feeling overwhelmed.

In another activity using containers and water, students received a demonstration of what being overwhelmed looks like. Overall, they expressed that the workshops were helpful, especially during challenging periods like examinations and assignment submissions.

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.

209

children in Lakeside Student Care

141

children at Jurong West

68

children at Jurong East



Building Connections

To help our children form meaningful connections, we organised a series of events and programmes. Intergenerational activities such as food preparation and arts and crafts with seniors from our Kaki Kampong Seniors Wellness (KKSJ) helped foster bonding across generations.

We also organised family bonding activities, which created space for the children's families to grow closer and strengthen relationships. 22 families joined our outing to Night Safari on 8 August 2024, while 24 families signed up for a trip to Gardens by the Bay on 16 May 2025. During the festive season, 14 families turned up for our Chinese New Year family gathering, held on 7 February 2025.



Our intergenerational activities saw Lakeside Student Care children and KKSJ seniors come together to prepare food and make various arts and crafts.

Collaborations

Lakeside partners with volunteer 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 Aesen Pte Ltd, Hwa Chong Institution, NUS High School, Shell Singapore, Singapore Polytechnic, Timberland, United World College, and UOB for an exciting year of activities. With experiences like a boat ride on the Singapore River, a heritage tour, a trip to Rainforest Wild ASIA, and even a beach clean-up, it has been truly unforgettable!



In June 2025, volunteers from Shell Lubricants Supply Chain organised a school holiday outing to Sembawang Park. The children enjoyed energetic warm-up games, a cozy picnic under the trees, followed by football and free play.

Building Social Resilience for Qiao Tian and Annalynne

In their early primary school days, Qiao Tian and Annalynne were both shy and reserved, and struggled with making friends. They were often hesitant to ask questions for fear of being scolded. Annalynne in particular would avoid seeking help from her teachers, even when she struggled with her homework and assessments.

Since joining Lakeside Student Care in 2019, both girls have made tremendous progress in their character development and academics. Qiao Tian and Annalynne formed a close friendship, drawn together by their similar personalities.

Encouraged by their teachers, they gradually became more confident and began expressing themselves more freely. The safe environment nurtured their ability to speak up. Over time, both girls became more socially comfortable, and formed many new friendships with other children.



Qiao Tian and Annalynne
Students, Lakeside Student Care

Reading Intervention Services (RIS)

Lakeside's Reading Intervention Services provides reading programmes to help children from low-income families 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.



153

children in RIS

87%

of parents indicated that their children can read books within their ability with minimal help

| 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"> 126 children 90 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"> 57 children 40 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"> 27 children 10 volunteers |
| 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"> 63 children 29 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"> 30 children 28 volunteers |

Getting Parents Involved

While the children were engaged in the Readers' Theatre programme, we organised a parenting workshop on "Helping Children Love Learning". Parents were equipped with practical strategies to help their children express ideas clearly and to strengthen their communication skills through simple daily activities.



On 26 April 2025, 30 children attended Readers' Theatre, where they learned to read with fluency and expression. The programme culminated in a performance for their proud parents.

Reading with Yugandren



When Yugandren joined We Can Read in early 2024, he struggled with letter sounds and could only recognise a few simple words. He was not able to read basic three-letter words and knew only six out of 20 common words tested. He had difficulty learning spelling in kindergarten and his mother expressed concern about whether he would be able to cope with Primary 1 the following year.

Since then, Yugandren has made great progress. At the end of K2, Yugandren could confidently read short words and even some longer ones. He was also able to read simple sentences meant for Primary 1 students and eagerly took part in storytelling sessions, reading story titles and pages aloud. His mother shared that his reading has improved tremendously over the past year.

Yugandren
Beneficiary, We Can Read

Healing the Broken-hearted, Reconciling Families



100%

of inmates completed personalised reintegration planning with RePP

2,207

inmates & ex-inmates impacted

1,921

families served

TJ Haven (TJH)

Lakeside's TJ 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. Our services and programmes are designed with a holistic throughcare approach.

| 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"> 1,573 family members and significant others Average 130 Tele-visit users per month |
| 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 Help inmates build self-awareness, motivation, confidence, and goal-setting skills for post-release life | <ul style="list-style-type: none"> 1,737 inmates 100% of inmates received structured life skills training and completed personalised reintegration planning |
| Family Joint Session (FJS) | <ul style="list-style-type: none"> Conduct sessions for inmates and family members to strengthen emotional bonds Provide a platform for families to engage meaningfully in inmates' reintegration planning Foster shared goals and commitment to the reintegration journey | <ul style="list-style-type: none"> 208 family members and significant others |
| Circle of Change (CoC) | <ul style="list-style-type: none"> A pre-release programme integrating restorative practices and proactive circles to support reintegration in the areas of Friends & Social Support, Employment Matters & Financial Planning, Managing Stigma & Mental Well-Being, Staying Out of Prison Build inmates' optimism, self-agency, and problem-solving skills Help inmates identify resources and support networks | <ul style="list-style-type: none"> 164 inmates More than 96% rated our sessions as being significantly or extremely applicable in preparing them for release |
| Aftercare Services | | |
| Case Management Service (CMS) | <ul style="list-style-type: none"> Provide in-care and aftercare case management to support ex-inmates and their families Receive referrals from Singapore Prison Service | <ul style="list-style-type: none"> 116 cases referred 70% of inmates completed CMS with at least one family member engaged by case workers |
| Counselling and Case Management Services | <ul style="list-style-type: none"> Provide free counselling and case management support for vulnerable individuals and families experiencing distress, particularly those impacted by incarceration Receive referrals from Tele-visit users, partner agencies, e-letters from inmates, and requests via emails or calls | <ul style="list-style-type: none"> 25 ex-inmates and families |

| Service | What Lakeside does | Impact |
|--|--|---|
| Employment Support Services (ESS) | <ul style="list-style-type: none"> Empower inmates and ex-inmates to holistically develop their career ambitions through sustainable employment opportunities | <ul style="list-style-type: none"> 61 ex-inmates successfully placed on jobs |
| Connect and Support Programme | <ul style="list-style-type: none"> Organise quarterly programmes to empower ex-inmates to adopt prosocial behaviours and reinforce family and community ties | <ul style="list-style-type: none"> 74 ex-inmates 24 families |
| Fellowship Support Group | <ul style="list-style-type: none"> Organise monthly gatherings to encourage ex-inmates on their spiritual journey to strengthen their recovery | <ul style="list-style-type: none"> 30 ex-inmates |

Tele-Visit

Our Tele-Visit service helps reduce the emotional strain of incarceration by fostering meaningful family contact, which increases emotional connection and a sense of belonging. Before and after Tele-visits, our counsellors and social workers are present to assist families, especially those in distress, and provide them with counselling and financial support to help them with their challenges.

Family Joint Session

Participants reported that the sessions helped them strengthen communication, express appreciation, and deepen emotional connection with their loved ones. Many showed strengthened emotional bonds, improved communication, and increased awareness of relational needs.

Restoring Edward's Career

After five and a half years of imprisonment, 45-year-old Edward tried to re-enter the workforce. Despite having a diploma in engineering and managerial experience, companies were only willing to consider him for entry-level positions. With two children in school, there was no way he could support his family's needs.

Edward connected with ESS, where we encouraged him to keep going when he was feeling down and out. Although he had the skills and qualifications from his previous job as a purchasing manager in logistics, the doors remained tightly shut until Lakeside advocated for him.

An inclusive employer decided to hear him out and was impressed by the solutions he proposed. He was promptly hired as the business development manager of their logistics firm, a position requiring his exact combination of technical understanding and leadership.

Today, Edward manages multiple projects with growing trust from his employer. The company has also put him in charge of a career trial programme for ex-inmates. His salary supports his family's needs, allowing his children to continue their studies without disruption.

Edward

Beneficiary, Employment Support Services

Employment Support Services

On 24 July 2025, TJ Haven participated in the Community Action for the Rehabilitation of Ex-Offenders (CARE) Network Summit 2025. Together with Guest-of-Honour Mr Edwin Tong, Minister for Law and Second Minister for Home Affairs, we celebrated CARE Network's 25th anniversary. We were also honoured to have our staff and beneficiary share about the good work done through our Employment Support Services (ESS).



Social Worker Chris Chia showcased how ESS helps ex-offenders, especially those with higher education, overcome employment barriers and successfully reintegrate into the workforce.

Connect and Support Programme



This year, our Connect and Support events included a trip to Bird Paradise, a city trail, and a durian party. These activities support family reintegration readiness, providing opportunities for families and ex-inmates to connect, share experiences, and strengthen bonds, reflecting TJ Haven's commitment to fostering resilient and supportive communities.

On 31 May 2025, we held a Family Day for our beneficiaries and brought them out for a fun time of prawning at Orto West Coast. Beneficiary Haryati shared, "It was a truly wonderful experience for my family, especially the kids... Seeing their excitement each time they caught a prawn was priceless. The setup was great, and we really appreciated the effort put into making it an enjoyable experience for everyone!"

Empowering Pregnant Women & Families

189

unsupported pregnant women,
including 21 residents

112

babies born

162

volunteers
mobilised



Safe Place

Safe Place empowers women and families with unsupported pregnancies to make life-giving choices. We believe every woman can rise with strength, take ownership of her pregnancy journey, and embrace motherhood with confidence and hope. Through case management, counselling, pre- and post-natal support, temporary accommodation, and strong community networks, lives are nurtured, families are strengthened, and futures are restored.

Dialogue

On 26 June 2025, we had a dialogue with 25 Public Service Commission scholars and 20 members of Youth Corps Singapore's Empathy Taskforce. We answered questions like "When do you know you are ready to be a mother?", "How can we support a friend facing an unsupported pregnancy?", and "Can women easily access help?". These questions cut to the heart of why Safe Place exists: to empower every pregnant woman with information, support, and hope.



Along with Member of Parliament Mr Christopher de Souza (left), we acknowledged 93 incredible partners at our Partners' Appreciation Dinner on 18 November 2024. Heartfelt contributions from 12 brave mothers who co-hosted the event made the celebration extra special. Seeing mothers thrive and appreciate our stakeholders was a powerful reminder of the impact we create together.



At the dialogue, former beneficiary Pearl talked about the determination that carried her into motherhood. Watching her inspire and connect so naturally reminded us of the power of lived experience to shape future leaders.

Baby Safe

Baby Safe, a special initiative of Safe Place, provides essential baby items to unsupported pregnant mothers for a minimum of one year. This practical support eases financial burdens and gives mothers a confident start to parenting. These tangible expressions of care bring dignity, comfort, and hope to every mother and child.

In the past year,
Baby Safe
distributed



2,158 packs of diapers
1,618 tins of milk powder
2,141 packs of wet wipes

83 breast pumps
59 baby cots
42 strollers



Fidah's Village

At just 15, Fidah never fit the portrait of a mother. A lively student with dreams of pursuing business at the Institute of Technical Education, her life was turned upside down when she discovered she was pregnant. Her parents, devastated and desperate to protect her future and the family's reputation, pressured her to abort.

Torn between their wishes and the little life within her, Fidah chose to carry on despite her fears. Her social worker journeyed closely through a

care plan. We also provided her with volunteer support, healthy confinement meals, and baby supplies to empower her in the period after she gave birth.

Since then, she has returned to school, still chasing her dreams while caring for her baby after class. Touched by her love and resilience, her family embraced both mother and child. Today, Fidah stands strong because a village stands with her.

Fidah
Beneficiary, Safe Place

Working Towards Sexual Wholeness

186

clients served

94

new clients



Sexual Wholeness Services (SWS)

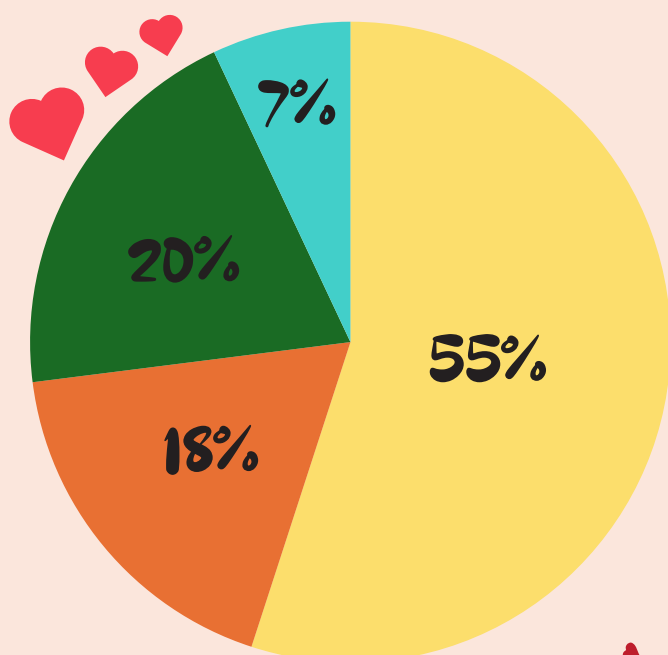
Sexual Wholeness Services provides mental health support for those navigating sexuality and gender identity concerns. We provide support through psychotherapy, educational initiatives, and social work collaborations with Lakeside teams, as well as other social service agencies.

Therapy

Presently, 55% of our work centres on individuals navigating Lesbian, Gay, Bisexual, Transgender, Queer, Intersex, and Asexual (LGBTQIA) concerns. 18% of our work supports family members and loved ones of those navigating sexuality and gender identity concerns. 20% is on issues relating to pornography and sex addiction. The remaining 7% is related to sexual crimes and other concerns.

51.7% of our clients were introduced to SWS by word-of-mouth or referrals from family and friends, which suggests that we are a trusted service provider.

Types of Cases Handled



Key Educational Event

Supported by the Ministry of Home Affairs, we co-organised the “Pornography the New Drug” symposium with Indigo & Co. The 320 attendees included social service practitioners, parents, educators, and community leaders. They gained a better understanding of the science behind pornography addiction, and how it can guide therapeutic interventions and approaches. 95% of attendees expressed that the symposium met or exceeded their expectations. The symposium, held on 22 November 2024, also provided a platform for various service providers to meet.

Topics discussed at the symposium included “How Pornography Affects the Brain and the Neuroscience of Addiction”, “The Impact of Internet Porn on Individuals, Relationships and Society”, “Addressing the Problem with Porn: Prevention, Treatment and Harm Reduction”, “Is Porn a Moral Problem or an Addiction”, and “Perspectives from Singapore Prison Service”.



320 attendees gained a better understanding of the science behind pornography addiction at the “Pornography the New Drug” symposium organised by Lakeside’s SWS and Indigo & Co.

- LGBTQIA Concerns
- Pornography and Sex Addiction
- Support for Family Members and Loved Ones
- Sexual Crimes and Other Concerns



Our Fundraisers

\$903,978

raised through Season of Giving 2024,
Small Steps Big Dreams, Lakeside Charity
Golf 2025, Lakeside Charity Gala 2025



Season of Giving 2024

Our annual *Season of Giving* campaign spread festive cheer across last year's Christmas and this year's Lunar New Year. Funds raised from this campaign were used as love gifts for the disadvantaged individuals and families that Lakeside serves, and supported our non-funded programmes for children, youths, seniors, (ex-)inmates and their families.

Themed "Love in Action", our givers truly brought love to life for our beneficiaries during those festive seasons. Together, we raised **\$271,730**, bringing hope and joy to those in need, and reminding them that they are cared for and not alone.



Small Steps, Big Dreams

We launched the *Small Steps, Big Dreams* campaign in May 2025 to raise funds for our non-funded programmes, namely Reading Intervention Services, The GRIT Project, Kaki Kampong Seniors Wellness, and TJ Haven. The campaign highlighted the challenges faced by our beneficiaries and how we support them in overcoming their struggles.

Beyond financial contributions, 80 friends of Lakeside also took part in our 25km *Small Steps, Big Dreams Overnight Walk* on 23 May 2025. Our steps challenge saw supporters collectively clock over 1,000,000 steps for the cause. At the time of print, we raised **\$214,309!**



Energetic walkers, led by our Executive Director, Mr Teo Tee Loon, powering through the 25km overnight walk.

Lakeside Charity Golf 2025

What a day to Drive to Change Lives! On 2 July 2025, our charity golf fundraiser returned for the first time in six years. Despite the drizzle, 144 enthusiastic golfers teed off for a good cause at our *Lakeside Charity Golf 2025*! Held at Warren Golf and Country Club, the event was flagged off by our Special Guest, Mr Xie Yao Quan, Advisor to Jurong Central Grassroots Organisations.

With support from our wonderful sponsors, we raised **\$138,750** for our reading programmes for children from low-income families, mentoring for children and youths, seniors' wellness programmes, plus employment and family support for ex-inmates. Thank you for believing in our work and making a lasting difference in the lives we serve.



Golfers of the Lakeside Charity Golf 2025 before the tee-off.

Lakeside Charity Gala 2025

What a dazzling night for us and 300 Friends of Lakeside at the *Lakeside Charity Gala 2025* on 24 October 2025 at One Farrer Hotel! We were honoured to host our Guest-of-Honour, Minister Desmond Lee and special guests Mr Xie Yao Quan, Dr Hamid Razak, and Ms Cassandra Lee.

The Lakeside Charity Gala presented the perfect opportunity for everyone to let their light shine by doing good. Indeed, supporters and guests gave wholeheartedly, especially through the Raffle

Draw and Auction. And it was all worth it, as representatives from We Can Read, The GRIT Project, and TJ Haven took to the stage to share how their lives have been touched by Lakeside's work.

The Lakeside Charity Gala raised funds for our work in childhood literacy, children and youth mentoring, seniors' wellness, support for inmates and their families. We are deeply grateful to all our supporters for journeying with us and our beneficiaries. With your steadfast support, we raised **\$279,189** through the Charity Gala!



Our seniors from Kaki Kampong Seniors Wellness performing funky line dances at the Lakeside Charity Gala 2025.



Tokens of Appreciation were presented to Mr Desmond Lee, Minister for Education & Minister-in-Charge of Social Services Integration, Mr Xie Yao Quan, Deputy Speaker of Parliament, as well as Dr Hamid Razak and Ms Cassandra Lee, Members of Parliament for West Coast-Jurong West GRC.

Our Volunteers

1,501
volunteers

525
volunteers serve
once a month

349
volunteers serve
once a week

35,740
volunteer hours per year



We are grateful to our dedicated volunteers who have generously shared their time and talents throughout the year. Serving as befrienders, mentors, tutors and programme facilitators alongside our staff, their invaluable efforts have touched many lives, creating a ripple effect of positive change. Moreover, their partnership has enabled us to achieve far more than we could by ourselves.

Appreciating Our Volunteers

On *Volunteers' Appreciation Day 2024*, we celebrated how we served as one, united in our purpose! The theme, "As One", reflects the teamwork of Lakeside and our volunteers, all working together with a clear mission to love and serve the community. Lakeside's Volunteer Management Chairperson, Ms Genie Gan, and Executive Director, Mr Teo Tee Loon, expressed their heartfelt gratitude to our dedicated volunteers.

In an afternoon with good food and great company, we played games and highlighted the achievements of our volunteers. Lakeside staff also gladly added a personal touch by serving lunch to all volunteers. As a token of appreciation, each volunteer received their very own mini umbrella, perfect for rainy days.



During the Volunteers' Appreciation Day on 26 October 2024, we celebrated our amazing volunteers who committed their time and effort to make a difference in the lives of children, youths, seniors, families, and ex-inmates.



Jun Hao finds joy in seeing the youths grow and navigate seasons of school together.

"It takes a village to raise a child" is a belief I hold dearly. Every small action contributes meaningfully to Lakeside's mission and leaves a lasting impact on the lives and dreams of our youths.

As a befriender, I support The GRIT Project's programmes and build connections with the youths, journeying with them through their schooling years. The youths struggle with many stresses from academic demands to peer relationships. Having faced them myself, I strive to be a source of support and comfort, listening to their concerns and challenges.

I firmly believe in serving others and investing in their growth. Hearing their stories and witnessing their progress brings me great joy. I also hope that one day, these youths will be inspired to serve and uplift others around them.

It has been encouraging to see some of the youths opening up and becoming more comfortable around me. Each small step taken every week, by showing up, being present, and making the effort to connect, reminds me that even the simplest acts can make a difference."

Jun Hao

Volunteer, The GRIT Project

Management Committee & Executive Team

Management Committee

During the financial year from 1 August 2024 to 31 July 2025, 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.

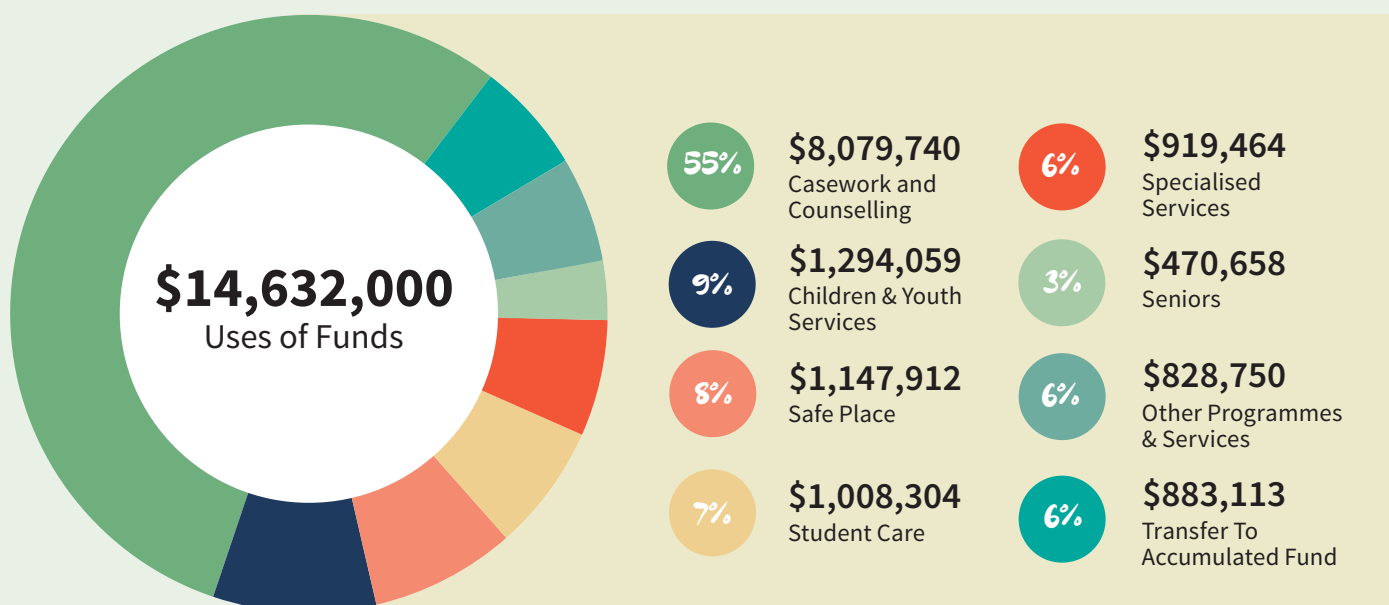
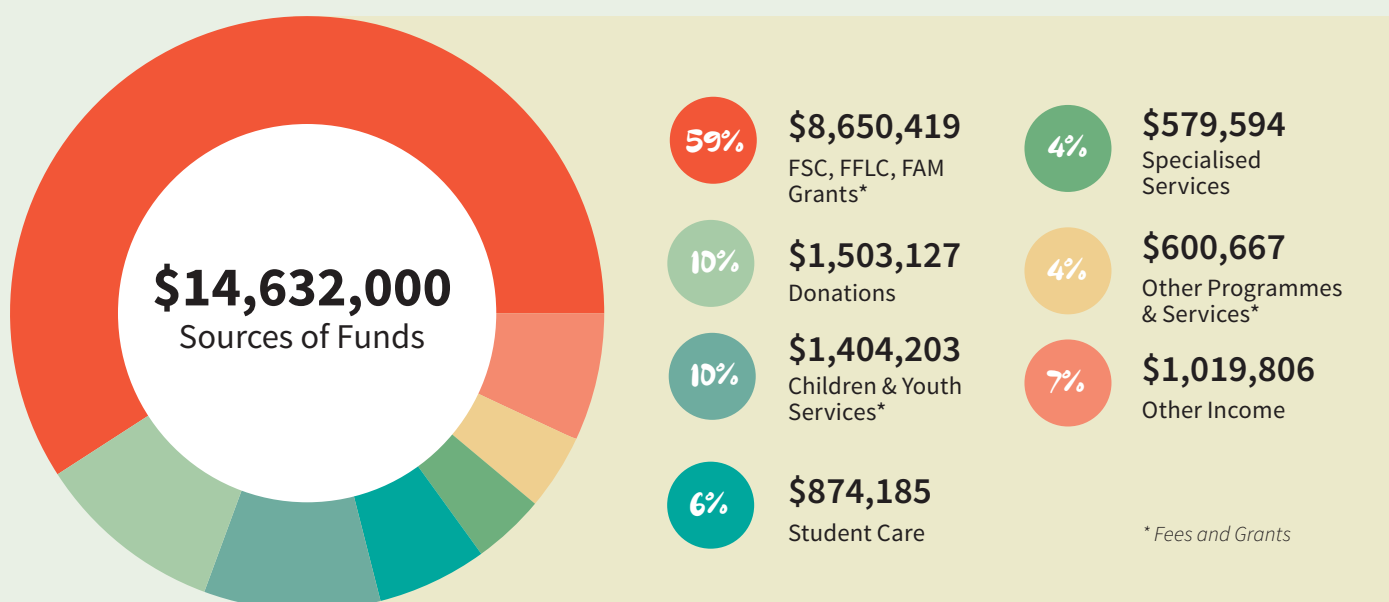
| MC Member | Designation | Date of Appointment to MC | Occupation | No. of MC meetings attended (Total: 5 meetings) |
|-----------------------|------------------|---------------------------|---------------------|---|
| Mr Andrew Tay | Chairman | 1993 | Director | 5 |
| Mr John Lim | Vice-Chairman |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

*Calvin Ngo missed 4 consecutive MC meetings due to illness in the family and work circumstances. The MC accepted the reason for his absence.

Executive Team

| Name | Position |
|--------------------|--|
| Mr Teo Tee Loon | Executive Director Appointed to position since 1 July 2008 |
| 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 top two executives lie 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 \$100,000 to \$200,000 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 UBS, 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 |
|---|---|----------------------|----------|
| Principle 1: The charity serves its mission and achieves its objectives. | | | |
| 1 | Clearly state the charitable purposes (For example, vision and mission, objectives, use of resources, activities, and so on) and include the objectives in the charity's governing instrument. Publish the stated charitable purposes on platforms (For example, Charity Portal, website, social media channels, and so on) that can be easily accessed by the public. | 1.1 | Yes |
| 2 | Develop and implement strategic plans to achieve the stated charitable purposes. | 1.2 | Yes |
| 3 | Have the Board review the charity's strategic plans regularly to ensure that the charity is achieving its charitable purposes, and monitor, evaluate and report the outcome and impact of its activities. | 1.3 | Yes |
| 4 | Document the plan for building the capacity and capability of the charity and ensure that the Board monitors the progress of this plan. "Capacity" refers to a charity's infrastructure and operational resources while "capability" refers to its expertise, skills and knowledge. | 1.4 | Yes |
| Principle 2: The charity has an effective Board and Management. | | | |
| 5 | The Board and Management are collectively responsible for achieving the charity's charitable purposes. The roles and responsibilities of the Board and Management should be clear and distinct. | 2.1 | Yes |
| 6 | The Board and Management should be inducted and undergo training, where necessary, and their performance reviewed regularly to ensure their effectiveness. | 2.2 | Yes |
| 7 | Document the terms of reference for the Board and each of its committees. The Board should have committees (or designated Board member(s)) to oversee the following areas*, where relevant to the charity: a. Audit b. Finance * Other areas include Programmes and Services, Fund-raising, Appointment/Nomination, Human Resource, and Investment. | 2.3 | Yes |
| 8 | Ensure the Board is diverse and of an appropriate size, and has a good mix of skills, knowledge, and experience. All Board members should exercise independent judgement and act in the best interest of the charity. | 2.4 | Yes |
| 9 | Develop proper processes for leadership renewal. This includes establishing a term limit for each Board member. All Board members must submit themselves for re-nomination and reappointment, at least once every three years. | 2.5 | Yes |
| 10 | Develop proper processes for leadership renewal. This includes establishing a term limit for the Treasurer (or equivalent position). For Treasurer (or equivalent position) only: a. The maximum term limit for the Treasurer (or equivalent position like a Finance Committee Chairman, or key person on the Board responsible for overseeing the finances of the charity) should be four consecutive years. If there is no Board member who oversee the finances, the Chairman will take on the role. i. After meeting the maximum term limit for the Treasurer, a Board member's reappointment to the position of Treasurer (or an equivalent position) may be considered after at least a two-year break. ii. Should the Treasurer leave the position for less than two years, and when he/she is being re-appointed, the Treasurer's years of service would continue from the time he/she stepped down as Treasurer. | 2.6 | Yes |
| 11 | Ensure the Board has suitable qualifications and experience, understands its duties clearly, and performs well. a. No staff should chair the Board and staff should not comprise more than one-third of the Board. | 2.7 | Yes |
| 12 | Ensure the Management has suitable qualifications and experience, understands its duties clearly, and performs well. a. Staff must provide the Board with complete and timely information and should not vote or participate in the Board's decision-making. | 2.8 | Yes |
| 13 | The term limit for all Board members should be set at 10 consecutive years or less. Re-appointment to the Board can be considered after at least a two-year break. For all Board members: a. Should the Board member leave the Board for less than two years, and when he/she is being re-appointed, the Board member's years of service would continue from the time he/she left the Board. b. Should the charity consider it necessary to retain a particular Board member (with or without office bearers' positions) beyond the maximum term limit of 10 consecutive years, the extension should be deliberated and approved at the general meeting where the Board member is being re-appointed or re-elected to serve for the charity's term of service. (For example, a charity with a two-year term of service would conduct its election once every two years at its general meeting). c. The charity should disclose the reasons for retaining any Board member who has served on the Board for more than 10 consecutive years, as well as its succession plan, in its annual report. | 2.9a 2.9b 2.9c | Yes |
| 14 | For Treasurer (or equivalent position) only: d. A Board member holding the Treasurer position (or equivalent position like a Finance Committee Chairman or key person on the Board responsible for overseeing the finances of the charity) must step down from the Treasurer or equivalent position after a maximum of four consecutive years. i. The Board member may continue to serve in other positions on the Board (except the Assistant Treasurer position or equivalent), not beyond the overall term limit of 10 consecutive years, unless the extension was deliberated and approved at the general meeting – refer to 2.9.b. | 2.9d | Yes |
| Principle 3: The charity acts responsibly, fairly and with integrity. | | | |
| 15 | Conduct appropriate background checks on the members of the Board and Management to ensure they are suited to work at the charity. | 3.1 | Yes |
| 16 | Document the processes for the Board and Management to declare actual or potential conflicts of interest, and the measures to deal with these conflicts of interest when they arise. a. A Board member with a conflict of interest in the matter(s) discussed should recuse himself/herself from the meeting and should not vote or take part in the decision-making during the meeting. | 3.2 | Yes |

| | | | |
|--|---|------|-----|
| 17 | Ensure that no Board member is involved in setting his/her own remuneration directly or indirectly. | 3.3 | Yes |
| 18 | Ensure that no staff is involved in setting his/her own remuneration directly or indirectly. | 3.3 | Yes |
| 19 | Establish a Code of Conduct that reflects the charity's values and ethics and ensure that the Code of Conduct is applied appropriately. | 3.4 | Yes |
| 20 | Take into consideration the ESG factors when conducting the charity's activities. | 3.5 | Yes |
| Principle 4: The charity is well-managed and plans for the future. | | | |
| 21 | Implement and regularly review key policies and procedures to ensure that they continue to support the charity's objectives. a. Ensure the Board approves the annual budget for the charity's plans and regularly reviews and monitors its income and expenditures (For example, financial assistance, matching grants, donations by board members to the charity, funding, staff costs and so on). | 4.1a | Yes |
| 22 | Implement and regularly review key policies and procedures to ensure that they continue to support the charity's objectives. b. Implement appropriate internal controls to manage and monitor the charity's funds and resources. This includes key processes such as: i. Revenue and receipting policies and procedures; ii. Procurement and payment policies and procedures; and iii. System for the delegation of authority and limits of approval. | 4.1b | Yes |
| 23 | Seek the Board's approval for any loans, donations, grants, or financial assistance provided by the charity which are not part of the core charitable programmes listed in its policy. (For example, loans to employees/subsidiaries, grants or financial assistance to business entities). | 4.2 | Yes |
| 24 | Regularly identify and review the key risks that the charity is exposed to and refer to the charity's processes to manage these risks. | 4.3 | Yes |
| 25 | Set internal policies for the charity on the following areas and regularly review them: a. Anti-Money Laundering and Countering the Financing of Terrorism (AML/CFT); b. Board strategies, functions, and responsibilities; c. Employment practices; d. Volunteer management; e. Finances; f. Information Technology (IT) including data privacy management and cyber-security; g. Investment (obtain advice from qualified professional advisors if this is deemed necessary by the Board); h. Service or quality standards; and i. Other key areas such as fund-raising and data protection. | 4.4 | Yes |
| 26 | The charity's audit committee or equivalent should be confident that the charity's operational policies and procedures (including IT processes) are effective in managing the key risks of the charity. | 4.5 | Yes |
| 27 | The charity should also measure the impact of its activities, review external risk factors and their likelihood of occurrence, and respond to key risks for the sustainability of the charity. | 4.6 | Yes |
| Principle 5: The charity is accountable and transparent. | | | |
| 28 | Disclose or submit the necessary documents (such as Annual Report, Financial Statements, GEC, and so on) in accordance with the requirements of the Charities Act, its Regulations, and other frameworks (For example, Charity Transparency Framework and so on). | 5.1 | Yes |
| 29 | Generally, Board members should not receive remuneration for their services to the Board. Where the charity's governing instrument expressly permits remuneration or benefits to the Board members for their services, the charity should provide reasons for allowing remuneration or benefits and disclose in its annual report the exact remuneration and benefits received by each Board member. | 5.2 | Yes |
| 30 | The charity should disclose the following in its annual report: a. Number of Board meetings in the year; and b. Each Board member's attendance. | 5.3 | Yes |
| 31 | The charity should disclose in its annual report the total annual remuneration (including any remuneration received in the charity's subsidiaries) for each of its three highest-paid staff, who each receives remuneration exceeding \$100,000, in incremental bands of \$100,000. Should any of the three highest-paid staff serve on the Board of the charity, this should also be disclosed. If none of its staff receives more than \$100,000 in annual remuneration each, the charity should disclose this fact. | 5.4 | Yes |
| 32 | The charity should disclose in its annual report the number of paid staff who are close members of the family of the Executive Head or Board members, and whose remuneration exceeds \$50,000 during the year. The annual remuneration of such staff should be listed in incremental bands of \$100,000. If none of its staff is a close member of the family of the Executive Head or Board members and receives more than \$50,000 in annual remuneration, the charity should disclose this fact. | 5.5 | Yes |
| 33 | Implement clear reporting structures so that the Board, Management, and staff can access all relevant information, advice, and resources to conduct their roles effectively. a. Record relevant discussions, dissenting views and decisions in the minutes of general and Board meetings. Circulate the minutes of these meetings to the Board as soon as practicable. | 5.6a | Yes |
| 34 | Implement clear reporting structures so that the Board, Management, and staff can access all relevant information, advice, and resources to conduct their roles effectively. a. The Board meetings should have an appropriate quorum of at least half of the Board, if a quorum is not stated in the charity's governing instrument. | 5.6b | Yes |
| 35 | Implement a whistle-blowing policy for any person to raise concerns about possible wrongdoings within the charity and ensure such concerns are independently investigated and follow-up action taken as appropriate. | 5.7 | Yes |
| Principle 6: The charity communicates actively to instil public confidence. | | | |
| 36 | Develop and implement strategies for regular communication with the charity's stakeholders and the public (For example, focus on the charity's branding and overall message, raise awareness of its cause to maintain or increase public support, show appreciation to supporters, and so on). | 6.1 | Yes |
| 37 | Listen to the views of the charity's stakeholders and the public and respond constructively. | 6.2 | Yes |
| 38 | Implement a media communication policy to help the Board and Management build positive relationships with the media and the public. | 6.3 | Yes |

Future Plans

Our major fundraising campaigns in Financial Year 2025/26 include a Charity Gala dinner, an online fundraising campaign, and a Charity Golf to raise funds for our programmes serving children, youths, seniors, ex-offenders and their families.

We will continue our programmes that strengthen intergenerational ties and collaborate with agencies to provide social health support. We will also start two new centres, one to provide aftercare support for ex-offenders, and the other to provide support for individuals, couples, and families.

We will also be embarking on projects to build strategic HR and leadership capacity to ensure organisation continuity, as well as develop digital infrastructure to drive organisational transformation and obtain strategic insights.

For the Financial Year 2025/26, our projected expenditure is estimated as \$14.4 million for our programmes and services, \$1.7 million for administration and overheads, and \$0.2 million 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 15,633 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 1,501 volunteers. We need volunteers with skills and interests in these areas:

Befrienders

Mentors

Tutors

Programme Facilitators

Go to lakeside.org.sg to find out more

15,633 beneficiaries served

2,242 individuals and families with FSC and FAM

2,921 parents and 22 couples with FFLC

848 seniors

1,020 children

3,943 youths and their parents / caregivers

4,128 inmates, ex-inmates, and families

189 women with unsupported pregnancies &

112 babies born

186 clients with 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\$ _____

- 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

Please mail the completed form to: 21 Yung Ho Road #03-01 The Agape Singapore 618593.

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 wish to receive communications and updates from Lakeside Family Services about future initiatives

Acknowledgements

President Tharman Shanmugaratnam

Ms Grace Fu, Minister for Sustainability and the Environment & Minister-in-charge of Trade Relations, Member of Parliament for Jurong East-Bukit Batok GRC

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

Mr Shawn Huang, Senior Parliamentary Secretary, Ministry of Finance and Ministry of Manpower, Member of Parliament for West Coast-Jurong West GRC

Mr Xie Yao Quan, Deputy Speaker, Member of Parliament for Jurong Central GRC

Dr Hamid Razak, Member of Parliament for West Coast-Jurong West GRC

Ms Cassandra Lee, Member of Parliament for West Coast-Jurong West GRC

Mr Ang Wei Neng, Member of Parliament for West Coast-Jurong West GRC

Aesen Pte Ltd
 Agape Methodist Church
 Agency of Integrated Care
 AIA Singapore
 Aldersgate Methodist Church
 Allalloy Dynaweld Pte Ltd
 Allen Overy Shearman Sterling
 Ang Mo Kio Methodist Church
 Anglican Cluster Operator (Jurong East)
 Anglican Preschool Services Ltd
 Asia Fund Space Pte Ltd
 Asia Supply Trading Pte Ltd
 Assumption Pathway School
 Astee Autolution Pte Ltd
 Aster Chemicals and Energy Pte Ltd
 Ayer Rajah Citizens' Consultative Committee
 Banyan Caverns Storage Services Pte Ltd
 Best World International
 Bethesda Katong Church
 Blended Concept Pte Ltd
 BOL Trading Pte Ltd
 Boon Lay Garden Primary School
 Boon Lay Secondary School
 Bukit Batok Secondary School
 Buona Vista Community Club
 Cartwheels
 Christ Methodist Church
 Church of Our Saviour
 City Harvest Church
 CK Holdings (2003) Ptd Ltd
 CLEPE Pte Ltd
 Commonwealth Secondary School
 Cornerstone Community Church
 Corporation Primary School
 Crest Secondary School
 Cummins Asia Pacific Pte Ltd
 Dale Enterprise
 Dap Asia Pacific (S) Pte Ltd
 Daughters of Tomorrow
 DBS Bank
 Dignity Mama Bookshop
 DORS
 Doulas of Singapore
 Dream Selection Pte Ltd
 Dunearn Secondary School
 Eden Women's Health Pte Ltd
 Eng Leng Contractors Pte Ltd
 Eternal Life Assembly
 Faith Methodist Church
 Fei Yue Community Services
 Five Iron Golf
 Focus on the Family
 Food from the Heart
 Fraser & Neave (Singapore) Pte Ltd
 Freshening Industries Pte Ltd
 Frontier Primary School
 Fuhua Secondary School
 Genesis Bioscientific Pte Ltd
 Grace Methodist Church Singapore
 Gwen's Frozen Custard And Ices Pte Ltd
 Hanabee
 Health Promotion Board
 Healthsprings Aesthetics
 Hegen Pte Ltd
 Hillgrove Secondary School
 Hilton Garden Inn
 Hua Yi Secondary School
 Hwa Chong Institution
 Infinite Transports Pte Ltd
 Infinity Marine Pte Ltd
 Infocomm Media Development Authority
 ITE College West
 Johnson Controls
 Joie Baby
 Jurong Central Citizens' Consultative Committee
 Jurong East View Residents' Committee
 Jurong Secondary School
 Jurong Spring Citizens' Consultative Committee
 Jurong Spring Community Club
 Jurong West Primary School
 Jurong West Secondary School
 Jurongville Secondary School
 Juying Secondary School
 Kampong Kapur Methodist Church
 Kimen Pte Ltd
 Kitesong Global (Singapore) Ltd
 KleanSG
 Kreativ Design & Projects Pte Ltd
 Lakeside Primary School
 Lawry's The Prime Rib Singapore
 Lee Foundation
 Life Craft Training
 Life Family Church
 Living Water Methodist Church WSCS
 Loving Heart Youth (Jurong East)
 Mandai Wildlife Reserve
 Maybank
 Mind Science Centre
 Mindfull Community (Caregivers Alliance Limited)
 Ministry of Home Affairs
 Ministry of Social and Family Development (MSF)
 Mitsubishi Electric Asia Pte Ltd
 Momentum Hotel
 Mothercare
 Motherswork
 Mun Siong Engineering Ltd
 Mutts & Mittens Pte Ltd
 Nalani Yoga
 Nanyang Girls High School
 Nanyang Technological University (NTU)
 National Institute of Education (NIE)
 National Junior College
 National Library Board
 National University Health System
 National University of Singapore (NUS)
 New Creation Community Services
 New Town Secondary School
 Ng Teng Fong Community Relations
 Ngee Ann Polytechnic
 Nomanbhoy & Sons Pte Ltd
 Nomura Singapore Limited
 North West Community Development Council

(Skillsfuture Advice)
 NOX Dine in the Dark
 NUS High School
 Oatside
 Olive Tree Baby and Kids Clinic
 One Farrer Hotel
 Opal Lawyers LLC
 ORTV Singapore
 Paya Lebar Methodist Church
 Peachy Bum
 Peter Chew Clinic for Women
 Pioneer Primary School
 Potter's Place Community Services Society
 President's Challenge
 Prive Group
 Providence Care Ltd
 Reckless Ericka
 Redemption Hill Church
 ReJoy Confinement Center
 Republic Polytechnic
 Rhab Management Services Pte Ltd
 River Valley High School
 Rotary Club of Singapore West - Dennis and Lucy Hangchi Fund
 Rotary IMC Pte Ltd
 Rulang Primary School
 SG Cares Office
 Shan You Wellness Community
 Shell Singapore
 Shuqun Primary School
 Silver Generation Office (SGO)
 Singapore Association of Mental Health (SAMH)
 Singapore Lactation Bakes
 Singapore Management University (SMU)
 Singapore Polytechnic
 Singapore Pools (Private) Limited
 Singapore Prison Services
 Singapore University of Social Sciences (SUSS)
 Singapore Youth for Christ
 Social Service Office
 Society for WINGS
 Sofitel Singapore Sentosa
 South West Community Development Council
 Social Service Office @ Boon Lay
 Social Service Office @ Clementi
 Social Service Office @ Jurong East
 Social Service Office @ Queenstown
 Social Service Office @ Taman Jurong
 St Andrew Nursing Home
 St John's Chapel
 Starfish Singapore
 Studio Sharne Pte Ltd
 Swedish Women's Association
 Swiss Cottage Secondary School
 Taman Jurong Citizens' Consultative Committee
 Tan Chin Tuan Foundation
 Teo Soon Seng Pte Ltd
 The Community Foundation of Singapore
 The Florite Pte Ltd
 The Gem Capital Pte Ltd
 The Girls' Brigade
 The Malay Focus Group
 The Missing Piece

The Osteopathic Centre Pte Ltd
 The Sanistry Singapore
 The Shirt Bar
 THK FSC @ Jurong
 THK Parenting Support Programme
 Timberland
 Timo & Farmers
 Tiyu's Pte Ltd
 Toh Guan Park Residents' Committee
 Transurban Properties Pte Ltd
 Trinity Theological College
 Tri-Star Industries Pte Ltd
 Union Steel Holding Ltd
 United Italian Trading Corporation (Private) Limited
 United World College
 UOB
 Vitae Sanctitas
 Wai Fong Construction Pte Ltd
 Warren Golf & Country Club
 We Care Community Services
 Wesley Methodist Church
 West Grove Primary School
 Westwood Primary School
 Westwood Secondary School
 Whispering Hearts Family Service Centre
 Wholesome Savour Pte Ltd
 Woman of Courage Asia
 XDel Singapore Pte Ltd
 Xingnan Primary School
 Yellow Ribbon SG
 Yeti Logistics
 YM Holdings Pte Ltd
 Young Women's Christian Association
 Yuan Ching Secondary School
 Yuhua Constituency Citizens' Consultative Committee
 Yuhua Primary School
 Yuhua Secondary School
 Zhong Hua TCM Medical Centre

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

