



BEYOND
social services

ANNUAL REPORT

2014



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PRESIDENT'S SPEECH

Dear Friends,

It is our vision that by 2025, every child and youth in Singapore, despite a disadvantaged background, has the opportunity to refuse a lifestyle of delinquency and welfare dependency.

This vision was crafted in 2001 and birthed out our work with families experiencing chronic problems that crossed over generations. It was most disturbing to hear young people regard institutionalization as a rite of passage, family break-down and poor school performance as normal.

Hence, our mission has been to curb delinquency among children and youths; and to develop young people who respect the law, value education and seek to become responsible persons.

The programmes, resources and relationships we provided achieved this to some extent. A retrospective study of those in our programmes concluded in January 2012 discovered that young people remembered their experience with us and even those who got into trouble with the law, took strength from their time with us to put things right.

Most importantly, despite their challenges in life, these young people were generally satisfied with their situation. Most started families, had stable employment and some were active in community service.

Today, with significant income disparity in Singapore, we fear

that the children and youths in our membership will have little social mobility even if they stay in school and out of trouble.

The wage-stagnation and job insecurity their care-givers may experience would stress and de-stabilise family life. The social divide may also isolate low-income families without the resources or relationships to participate in mainstream Singapore life.

The context of our work has become more challenging. While we cannot influence the structural issues that contribute to these challenges, we can alleviate the resultant difficulties experienced by our members at a personal level.

The community building approach we take requires children, youths and their families to work together with volunteers on shared goals. Together they agree on a mutual concern and define roles and responsibilities within a problem solving plan they have co-created.

Hence, in the long run, our children, youths and families will develop stronger supportive ties in the community and be less dependent on a welfare system. Also when people from different segments of society come together in cooperation, the social divide is narrowed at the level of personal relationships.

The friendships our programme participants have with those from the wider Singapore community keeps them connected with the mainstream and reduces the likelihood of problems associated with marginalization occurring.

Realistically, there are no quick fixes to the problems of juvenile delinquency and welfare dependency but success is the ability to keep the community inspired in addressing these issues. Our community at large must believe in the relevance of our work for us to continue and this year we have been blessed with such support.

Together with the Babes Pregnancy Crisis Support Ltd and the South Central Community Family Service Centre, we organised a fund-raising dinner attended by some 600 people which would not have been possible without the support of our wider community.

At this juncture, I would like to thank Mr Lawrence Wong, Minister for Culture, Community and Youth and Second Minister for Communications and Information for gracing the event, the Mainly I Love Kids Fund for redirecting the sponsorship of the event venue and food, the Shangri-la Hotel for their excellent support, Ms Julia Raiskin for chairing the organizing committee and all others who offered their friendship and cooperation to make it happen.

Fund raising is an ongoing challenge but the government's dollar to dollar matching of up to \$1 million through the Care and Share Movement was a helpful impetus for people to give. The Care and Share Movement is a national fund-raising and voluntarism movement for the social sector to commemorate Singapore's 50th year of independence.

This government initiative was timely as we are drawing to the end of our partnership with the Mainly I Love Kids Fund (MILK), our main grant maker since 2004. The funds raised give us some lead time to garner broad based support for our work.

With MILK's support, we have become a more competent helping agency. Their support has helped us evolve a way of scaling the work by rallying the inherent goodwill in our community.

Instead of meeting needs by proliferating professional helping services, we got better at involving volunteers in the lives of our children, youths and families. In the longer run, the increased community action helps to keep our organizational operating budget viable.

A significant endeavor this year was building our capability to maintain a long-term relationship with our members by embarking on a Community Relationship Management (CRM) database system.

The viability of this system has been deliberated upon by volunteers in our Information and Technology Sub-Committee for more than a year with much diligence and we look forward to a higher level of efficiency and effectiveness when it is fully developed in the last quarter of 2015.

The implementation of the CRM has been another significant demonstration of community support. I extend my most grateful thanks to Ms Chew Hoon for leading a team of IT professionals who gave their time and expertise generously for the development of our work.

It has been another meaningful year of work toward our vision. It was a year where many stakeholders took a keen interest in our work.

We were invited to present our work at the Leadership Advance of the Ministry of Culture, Community and Youth, run a workshop at the Caritas Social Mission Conference and host

various learning visits for volunteers and professionals from the helping sector. Educational institutions sent their students to us on service learning projects and several corporations encouraged their staff to volunteer with us.

In sum, it has been a tremendous privilege to serve and I would like express my appreciation to our Honorary Advisor, Dr S Vasoo, our outgoing President Mr Stanley Tan and my fellow Board members for keeping our organization well governed. We have included a governance overview in this report.

Finally, I thank everyone who has journeyed with the organization and taken an active interest in our work. Our work would not be possible without a community who shares our values of compassion and social justice.

Sincerely,

Goh Chee Kong
President

02

EXECUTIVE DIRECTOR'S SUMMARY

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As an organisation with a mission to curb juvenile delinquency, we take the view that youth offending is not inherent in young people.

While we emphasise to young people that they have to be accountable for their actions, we are aware that youth offending is more often than not, a product of their environment.

Children and youths are not little adults and they should not be treated as such. They need much care, guidance, positive learning experiences and a consistent sense of well-being to develop into well-adjusted and responsible adults.

RALLYING THE VILLAGE THAT RAISES CHILDREN WELL

This year we continued to make progress in bringing neighbours and volunteers to work hand-in-hand with families in addressing the challenge of raising their children well.

As a result, children gained access to learning and developmental programmes, families in conflict experienced healing and breadwinners increased their income.

We also facilitated mutual help among neighbours which brought about healthy neighbourhood pride and a caring climate where adults do not hesitate to guide children and youths.

It heartened me tremendously when a group of parents proudly declared that the children and youths in their neighbourhood are no longer misbehaving after neighbours decided that they had a role to play in caring for them.

Youths now regard these neighbours as adult friends who give good advice and a trusted source of support they can call on to mediate the occasional disagreement in the neighbourhood. These parents assured me that they are committed for the long haul as the sense of community resulting from their efforts makes their neighbourhood a much better place to live in.

INCREASING VOLUNTEER INVOLVEMENT

The growth of our work is relative to the quantity and quality of our volunteers. While building the capabilities of our volunteers is an ongoing endeavour, our Volunteer Management Committee set the strategy of reversing the staff to volunteer ratio.

In 2013, an estimated 2000 volunteers contributed 33,296 work hours to complement the 163,200 hours put in by 85 staff. This worked out to a ratio of 4.9 staff to 1 volunteer.

We are glad to report that we have made some headway in this strategic shift as we engaged 5059 volunteers who contributed 45,262 hours compared to 144,000 hours provided by 75 staff.

The ratio for 2014 was 3.2 staff to 1 volunteer. We will continue to stay the course of this strategic shift as the friendships volunteers bring narrow the social divide in a practical and meaningful way for our children, youths and families.

AN AGENDA FOR INCLUSION AND COOPERATION

Supporting children, youth and families who feel marginalised is not simply about getting them to comply with mainstream structures and expectations. If we are sincere about integrating them, we need to be adjusting our structures so that they may be included and even feel welcome.

After including them, we need to temper our expectations so that they can be expected to succeed and not to fail. This year, we continued to be guided by this definition of social integration and continued to rally people and resources around the 8 desired outcomes which frames the nurturing environment we seek for the well-being of children and youths.

By engaging our programme participants, volunteers and members of our wider community to meet these outcomes, we created a context of inclusion and cooperation where people are accepting of each other and are working together for the common good.

OVERVIEW FOR OUR DESIRED OUTCOMES

1. A long-term engagement/friendship with all youths until they are 25 years old.

We contact young people and connect them to programmes, resources and people with their best interests at heart. We reached 4818 (76.7%) out of 6278 household units in 5 neighbourhoods. This was an increase from 3589 (57.1%) in the previous year. Together with those who lived outside these neighbourhoods we were in contact with 5961 young people below 25 years old that came from 2521 families.

We are confident that 2924 (49%) were actively engaged in educational, social and other developmental programmes that were an important protective factor against anti-social behaviours. Hence, we are constantly working toward increasing the percentage of active members and have begun developing a Community Relationship Management (CRM) database in the last quarter.

This is scheduled to be operational in the last quarter of 2015 and it will organize information in a way to enable us to systematically link our members to community resources and to maintain a long-term relationship. We are looking forward to engaging our members better as a result and keeping the emergence of problems associated with the sense of marginalization and isolation, that is often associated with the disadvantaged, at bay.

2. Neighbourhoods that take a restorative approach towards young offenders and multiple problem families.

With the support of 110 residents we call Good Samaritans; we facilitated 42 projects addressing concerns related to youths in conflict with the law or authority, the care and supervision of children, and conflict in the family.

These projects engaged a total of 708 youths and 489 adult family members. Good Samaritans tell us that young people now greet them in their neighbourhood and are generally more respectful to their elders.

Some of these projects included activities involving parents and children such as the refurbishment of old bicycles and a cycling trip, anti-bullying discussions and mutual help discussions among neighbours.

3. A culture of learning and education among children and youths.

We provided 352 primary school children academic support appropriate to their learning ability. These children had poor foundational learning skills and found it difficult coping with school work. Often this also manifested in behaviours that prevented them from participating in structured learning programmes.

Hence, keeping these children engaged and encouraged was a large part of our effort. We also communicated to their parents that given the necessary support, their children could learn and facilitated opportunities where they could demonstrate their support for their children's efforts.

Some parents (42.7%) helped out in simple ways at some of our classes and educational outings while others made sure they showed up at discussions and activities that recognised their children's efforts.

Parent involvement, or home-school partnership as we call it, has been an important factor that enabled us to keep the attendance rate at our early childhood education programme at 75% for the second year running.

This was from 69% in 2012. Children without adequate early childhood education are usually not ready for formal education and so this is an outcome that we will work at improving for the children who need it most.

4. A culture of employment among the care-givers of our young people and other adult residents.

A job club with some 212 members provided the context for people to cooperate for mutual benefit and to be linked to employment and training opportunities. Our work target was to increase the average monthly income across the membership and succeeded in bringing this up to \$504 from \$65.25 the previous year.

This was achieved by 70% holding jobs for at least 6 months and 27 members engaged in ad-hoc and seasonal projects. Family responsibilities prevented these 27 members from holding on to a job but collectively, they generated an income of \$13,182, a handy amount to supplement basic household expenses.

The monetary gains for our members are modest but the impact of this outcome is their ability to work. Work is the foundation for a good society and also an important factor for a sense of self-worth and personal well-being.

5. A high level of voluntarism and community participation among children, youths and their care-givers.

380 youths stepped forward as volunteers of which 51 (13%) took on leadership roles in their neighbourhood and another 88 (23%) helped out at least twice a month.

This is 6.3% of our youth membership and we are still some way from the national volunteering average of 30% which is a goal we have set for ourselves.

Nonetheless, youth voluntarism was important as a context for strengthening a sense of belonging, generosity, mastery and independence which are qualities that contribute toward developing resilient young people who are able to stay away from trouble.

6. Increased family involvement and competence in resolving their difficulties.

We journeyed with 152 out of 201 families whose difficulties came to our attention. Some of these families sought our assistance directly while others were referred to us by schools, helping agencies and concerned neighbours or friends.

We also came into contact with these families through our ongoing outreach in their neighbourhoods. Families we journeyed with acknowledged their challenges, set and acted on goals to address them and made some progress in stabilising their situation.

This was important as it prevented their situations from spiralling and affecting their well-being; especially that of their children. The families we engage have little resources and when their difficulties surface, they are seen as dysfunctional and often, their personal life history comes into question.

We regard these families as overstressed and under supported and we work at rallying their relatives, friends and volunteers for support so that they can fulfil responsibilities. In the process we will link the families to relevant programmes and resources too.

Nonetheless, the lack of resources within a family tends to act up as problems at different life stages. Problems may also be triggered by members' experiences outside the family.

Hence, for families to remain involved and competent in resolving their challenges, they need to be mindful of their vulnerability and constantly seek to strengthen their social support and be better integrated in their community.

Our work facilitates this and we track our progress by our reach, the families' ability to continue caring for their children and the level of support from their community.

7. Cooperation among helping agencies that provide meaningful programmes for our children, youths and families.

The mainstream resources we succeeded in directing to our neighbourhoods engaged 1685 participants and addressed 5 main issues: crime prevention, sexuality education, purposeful

engagement of youths, academic performance and addiction management.

8. Increased cooperation among civil society that supports long-term relationships/friendships with our children, youths and families.

As mentioned, we increased volunteer involvement and together with the donations in cash and kind, we made some progress in cultivating broad-based support for our cause.

Broad-based support is important because it affirms our effort to nurture for our children, youths and families a climate where problem-solving is guided by peace-making and community building principles.

Our mission is to curb juvenile delinquency and we have chosen to do this by enabling our programme participants to be part of the problem-solving process. We hold a space where families, friends and volunteers cooperate on resolving a problem that improves the well-being of children and youths.

This is a space that encourages personal responsibility and responsible citizenship which are key ingredients for any progress and success. Going forward, we will continue to build our work on the basis of people striving to help themselves and people contributing to a more socially integrated Singapore.

This is because social problems do not disappear with the proliferation of social services. They are more likely to be alleviated only when our society as a whole assumes collective responsibility.

In conclusion, my team and I are deeply grateful for the opportunity to journey with the children, youths and their families. Rallying support around them is work that has given us a sense of purpose and fulfilment. Their stories show us the strength of the human spirit and encourage much humility and gratitude in our own lives.

We are also deeply touched by the generosity of volunteers and donors who are important members of our community that provide children with care, guidance, positive learning experiences and a consistent sense of well-being to develop into well-adjusted and responsible adults.

Sincerely,

Gerard Ee
Executive Director

OUR COVERAGE

Beyond is in 5 Neighbourhoods comprising 27 rental blocks and 6,278 rental units.

Growth of our village

To bring about neighbourhoods that look out for children, the organisation as a whole focuses on 8 outcomes, which help us monitor the growth of villages that raise their children well. These outcomes aim to:

- (1) Help young people and their families help themselves
- (2) Encourage mutual support among neighbours, and
- (3) Facilitate support from the wider community

Total numbers reached	
Number of families	2331
Number of persons	9631
Number of children and youths	5961
Number of parents and caregivers we have contacted*	3670

*Numbers include all adults living in the same household and not all parents and care-givers benefit directly from a service or programme.

The quantitative measure of success is that at 25 years old, the children and youth achieve social and economic stability. An on-going study that we are undertaking will assist in tracking our vision: “Every child and youth in Singapore, despite a disadvantaged background has the opportunity to refuse a lifestyle of delinquency and welfare dependency.”

The indicators in this report help us keep track of our community building approach, which is successful when children, youths and their families work with volunteers to define roles and responsibilities within a problem solving plan they have co-created.

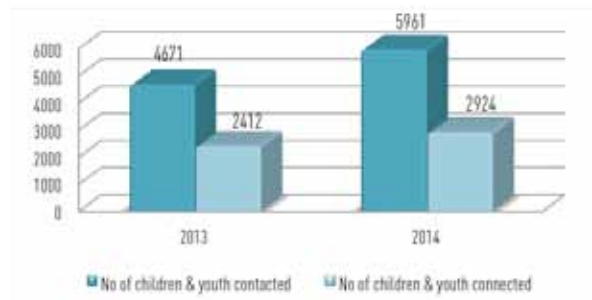
This is important because when our children, youth and families develop stronger supportive ties in the community they will be less dependent on a welfare system. These friendships narrow the social divide at the person-to-person level and reduce the likelihood of problems associated with marginalisation.

OUTCOMES THAT HELP YOUNG PEOPLE AND THEIR FAMILIES HELP THEMSELVES

A long-term engagement and friendship with children and youth until they are 25

We contact young people and connect them to programmes, resources and people with their best interest at heart. Our reach increased in 2014.

We made contact with 5961 young people below 25 years old that came from 2331 families. 2924 (49%) were actively engaged in educational, social and other developmental programmes that were an important protective factor against anti-social behaviours.



A culture of learning and education

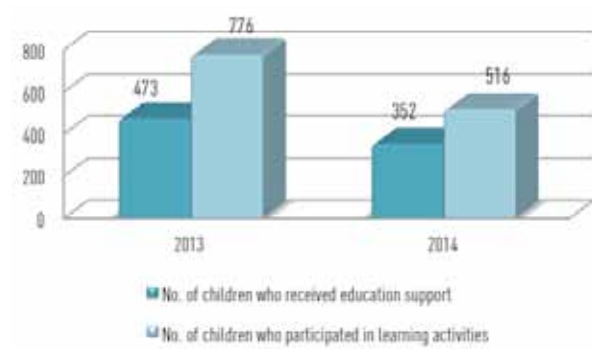
We facilitate the active participation of children, youth and their families in educational activities, an important social leveller.

We focused on children below 12 years old. For primary school children who found it difficult coping with school work, we strengthened their foundational learning skills, their ability to participate in a structured learning environment and engaged their parents in our endeavour. 42.7% of parents volunteered in some capacity.

Some helped at our classes and educational outings while others participated in discussions and activities that recognised their children’s efforts.

Another key outcome we monitored was the attendance rate at our early childhood education programme. This is crucial as children without adequate early childhood education are usually not ready for formal education.

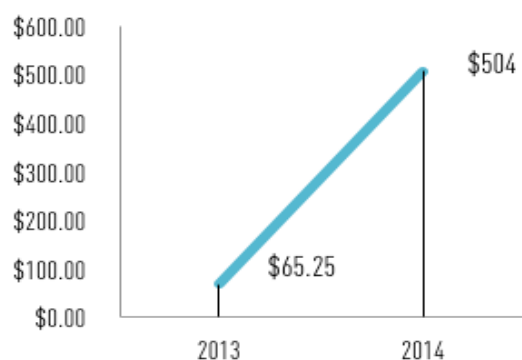
We managed to hit 75% attendance for the second year running. This was up from 69% in 2012. Parents continue to be supported by their community, volunteers and staff to keep their children in school despite their struggles.



A culture of employment

Economic success reduces isolation and increases participation in the mainstream. Caregivers who are gainfully employed are more likely to meet basic needs of children and youths in their households.

A job club with 212 members provided the context for people to cooperate for mutual benefit and to be linked to employment and training opportunities. We succeeded in bringing the average monthly income up to \$504 from \$65.25 the previous year. This was achieved by 70% of job club members holding jobs for at least 6 months and 27 members engaged in ad-hoc and seasonal projects.



(Note : The sudden spike was partly due to the improved trust in our relationship with members which resulted in a willingness on their part to reveal their income.)

Increased family involvement and competence in resolving difficulties

We support overstressed and under supported families to fulfil their responsibilities with the help of their relatives, friends and volunteers.

We journeyed with 152 out of 201 families whose difficulties came to our attention. We supported families to strengthen their social support and be better integrated in their community. We tracked our progress by the number of families we reached, the families' ability to continue caring for their children, and the level of support from the community.

%	Issues families faced
24%	Youth In Conflict with the Law, Authority and Peers
22%	School-Related Difficulties
16%	Care & Supervision of Children
11%	Financial Difficulties
9%	Family Conflict
6%	Parenting
3%	Neighbourhood Concerns
3%	Substance Use
6%	Others

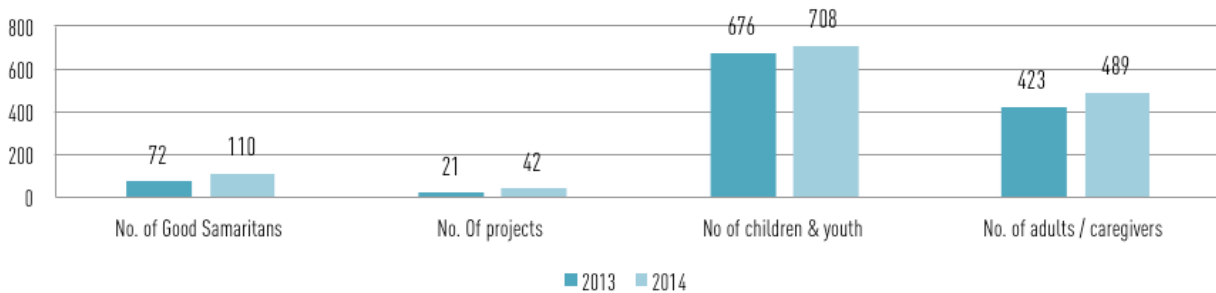
Description	Total
Number of families reached	201
• Number of adults (from 201 families)	281
• Number of children and youth 0-25 (from 201 families)	460
Number of families who gave us the mandate to support them on their presenting issues	152
Percentage of families whose children were prevented from out-of-home care	92%
Percentage of families who formed new friendships with neighbours and volunteers from the wider community	32%

OUTCOMES THAT ENCOURAGE MUTUAL SUPPORT AMONG NEIGHBOURS

A restorative climate within the neighbourhoods we work in

We foster neighbourhoods that take a restorative approach towards young offenders and families with multiple problems. With the support of 110 residents we call Good Samaritans, we facilitated 42 projects addressing concerns related to youths in conflict with law, authority and peers, the care & supervision of children, and conflict in the family. These projects engaged a total of 708 youths and 489 adult family members.

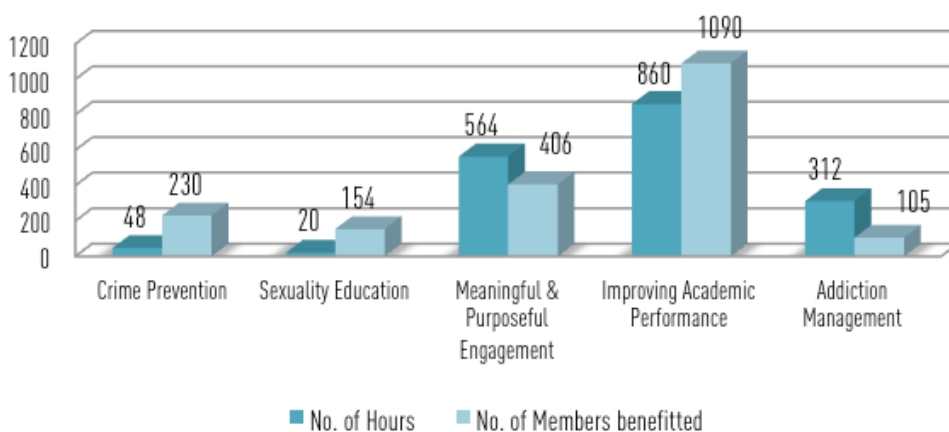
Type of Projects	2013	2014
Youth in Conflict with Law, Authority and Peers	43%	29%
Neighbourhood Pride	0%	24%
Parenting	14%	19%
Resolving Family Conflicts	10%	12%
Care & Supervision of Children	14%	10%
School Difficulties	10%	5%
Financial Difficulties	10%	2%



A high level of youth voluntarism and community participation

We cultivate youth leadership by facilitating voluntarism and nurturing the youth as community leaders for the longer run. Youths with a sense of belonging, mastery, independence and generosity are more resilient against delinquent activities.

By identifying existing platforms in the community, such as sports activities, social programmes and food distribution exercises, we facilitated youths to leverage on their strengths to volunteer in their community. The youth also shared about their involvement and experiences in being volunteer leaders with other civic groups who visited our organisation.



Increasing voluntarism and civil society participation to foster cohesion between wider society and our members

In 2013, the ratio of volunteer to staff hours was 24 volunteer hours for every 100 staff hours. This increased to 31 volunteer hours for every 100 staff hours in 2014.

	2013	2014
Number of volunteers	2000	5059
Number of volunteer hours	33,296	45,262
Gifts received through donations-in-kind	\$418,138	\$324,033

* Zouk's venue sponsorship worth \$81,774.75 in 2013 was not required in 2014 due to a change in venue for Youth United Day.

Donations-in-kind (audited)	2013	2014
Food rations & other food items	\$73,310	
229 Households received food packs an average of 4 times	\$146,577	
394 Households received food packs an average of 4 times		
Sponsorship of venue, vouchers, tickets & gifts	\$150,773	
2979 participants	\$86,899	
2368 participants		
Activities & Outings	\$172,840 towards 156 events with 6240 participants	\$60,180 towards 57 events with 1807 participants
Household items, appliances & refurbishments	\$21,215 towards 113 households	\$30,377 towards 51 households
Pre-loved items	814 items	865 items
TOTAL	\$418,138	\$324,033

* These amounts are based on best estimates and are not reported in the audited statement of accounts presented in the annual report.



INTRODUCING OURSELVES

ABOUT US

Beyond Social Services is a charity that guides children and youths from less privileged backgrounds away from delinquency and other poverty related problems.

We hope our work has a long-term impact and so we aspire to keep in touch with these young people until they are 25 years old. The intended impact is that at 25, they would be responsible citizens who are not troubled by the social and economic problems they had when we first met them.

To achieve this, we believe that young people need to live within an environment that has their best interests at heart. Hence, Beyond works at keeping young people in school and out of trouble by facilitating caring neighbourhoods where they live and by providing guidance and resources that keep them supervised and well-cared for in our community.

Who We Serve

Many of the young people we serve have a long family history of hardship and the challenges they face include the inability to meet basic household expenses, poor health, chronic addictions and conflicts with authority, family members and friends.

However, these young people are resilient and they have dreams and aspirations. With appropriate support from the community, many move beyond their unfortunate circumstances.

Our Vision and Goals

Beyond's vision is that by 2025, every child and youth in Singapore, despite a disadvantaged background has the opportunity to refuse a lifestyle of delinquency and welfare dependency.

To realise this vision, we are proactively contacting and connecting disadvantaged children and youths to resources and caring relationships. In this way, we reduce the isolation that keeps them trapped in hardship.

Our efforts are directed toward the following goals:

- That children and youths steer clear of crime and drugs.
- That children and youths achieve educational success that enables them to earn a living and realise a more meaningful life.
- That children and youths are prepared to become responsible adults who manage their families or households competently.
- That parents, children and youths attain skills that enable them to manage money prudently for their long-term financial needs.
- That parents and caregivers take an active interest in the well being and development of their children and youths.

Our Helping Principles

Overall

- We must not act on behalf of members where there is a potential conflict of interest.
- It is in the best interests of children to remain with their families or natural support groups. Residential care must always be a short-term arrangement.

- Help should build on people’s strengths and not simply remedy their weaknesses.
- A helping relationship is a respectful partnership between us and the people we engage.
- Social problems are best resolved within the community and we avoid criminal or judicial proceedings where possible.
- The essence of family life is co-operation, not togetherness.

Child Specific

- Children are not little adults; they are to be treated as children and not by adult standards.
- Children and their families no matter how challenging have strengths that can be built on to help them develop into well-adjusted individuals and nurturing environments respectively.
- Challenging behaviours from children are distress signals that their basic needs have not been met and we need to respond appropriately instead of only controlling their problem behaviours.
- When a child is not cooperative, it is because our system is not working and not because we have a problem child.
- We will be respectful to children under our care even those who have not yet learned to behave respectfully and impress on them that they in turn have to be responsible for their behaviours.
- Each day, a child should know some joy and look forward to some joy on the next.

Our Programmes and Facilities

Our programmes are classified within 3 areas of work:

1. Problem De-escalation
2. Family Strengthening
3. Community Integration & Development

We prefer not to go about building centres or facilities. Wherever possible we will rent, borrow or cooperate with others to share their existing facilities. By taking this approach we will be able to grow the work without incurring too much set-up cost.

More importantly, we do not “set up shop” is the presence of existing community-serving organisation and give the impression that we are out to compete with them.

The proliferation of social services and its facilities implies that families and communities are unable to care for its members.

Hence, “less is more” and by cooperating with these organisations toward shared goals; we strengthen our collective sense of community.

Generally, without the need for ‘permanent’ offices, we can respond to community needs more nimbly. As long as we can create a warm and welcoming environment wherever we work, any place can be an effective work place.

Our proactive work approach takes us to schools, neighbourhoods, community facilities and youth haunts but our staff teams are housed at the premises below.

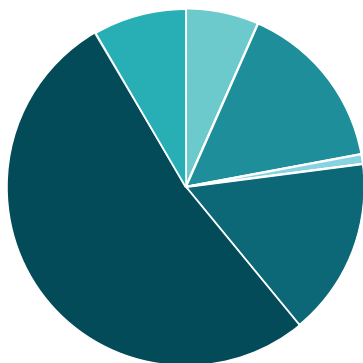
1	Block 26 Jalan Klinik #01-42/52 (registered address) Singapore 160026 Telephone: 6375-2940 Facsimile: 6274-0633
2	Block 120 Bukit Merah View #01-04/06 Singapore 152120 Telephone: 6270-2443 Facsimile: 6270-4483
3	Block 75 Whampoa Drive #01-346 & 372 Singapore 320075 Telephone: 6354-0980 Facsimile: 6254-6405

Sources of Donations

Our main source of funds is from fund-raising activities. The Mainly I Love Kids (MILK) Fund is a key partner that raises funds to support our work. Operating expenses are also defrayed by public donations and government grants managed by the National Council of Social Service and the generosity of philanthropic establishments, commercial corporations and well-wishers.

SOURCES OF DONATIONS IN 2014 (WITH MILK)

TOTAL = \$3.8M



GRANT MAKING AGENCIES
\$2,001,541.00

GOVERNMENT BODIES
\$616,273.65

CORPORATE
\$589,395.50

EVENTS
\$320,189.00

INDIVIDUALS
\$252,834.79

EDUCATIONAL INSTITUTIONS
\$34,399.06

ASSOCIATIONS/CLUBS
\$5,000.00

How We Work

It is a community that integrates people not an organisation. Beyond as an organisation works at facilitating an all inclusive community. We work on the premise that programme participants, volunteers, partners, donors and staff are members of a community working together to guide disadvantaged young people away from the poverty cycle.

The task is complex and massive and it is obvious that the resources, expertise and energy needed to meet community needs lie beyond the staff team and within the community. Volunteers, self-help initiatives and goodwill from the community contribute immensely to the realisation of the organisation's vision.

Our Reach

9,631 persons from 2331 families.

Number of children and youths served	5961
Number of parents and care givers we have contacted*	3670
Number of families	2331

*Numbers include all adults living in the same household and not all parents and care-givers benefit directly from a service or programme.

For more information about us, check out www.beyond.org.sg

OUR BOARD OF MANAGEMENT (WEF 28/5/2014)

President	Mr Goh Chee Kong
Vice-President	Mr Andy Leck
Honorary Treasurer	Mr Ang Fui Siong
Honorary Secretary	Mrs Elizabeth Prakasam Chin
Founder Member Representative	Sr Mary Soh
Board Members	Mr Chris Ng Ms Janet Lyn Dr Tan Poh Kiang Mr Vikash Bali Mr Gunther Scherz till 25 Nov Ms Jean Huang Lundgren till 26 Nov
Medical Advisor	Dr Tan Poh Kiang
Legal Advisor	Baker & McKenzie. Wong & Leow
Auditor	Helmi Talib & Co
Banker	DBS Ltd

OUR HONORARY MEMBERS

Honorary Advisor	Dr S. Vasoo
Honorary Member	Mr David Goh, PBM

OUR EXECUTIVE COMMITTEE

President	Mr Goh Chee Kong
Vice President	Mr Andy Leck
Honorary Treasurer	Mr Ang Fui Siong
Honorary Secretary	Mrs Elizabeth Prakasam Chin

OUR BOARD COMMITTEES

Appointment & Nomination Committee

Chair	Dr Tan Poh Kiang
Members	Mr Andy Leck
	Mr Goh Chee Kong

Audit Committee

Chair	Mr Chris Ng
Members	Ms Koh Ai-Leng
	Mr Lim Tze Chern

Finance & Admin Committee

Chair	Mr Ang Fui Siong
Members	Ms Ang Siew Lian
	Mr Chris Ng
	Ms Janet Lyn

Human Resource Committee

Chair	Mrs Elizabeth Prakasam Chin
Members	Mr Seow Choon Chew

Fund-raising Committee

Members	Mr Andy Leck
	Mrs Aparna Bali
	Ms Geri Kan
	Mr Vikash Bali

Programmes & Services Committee

Chair	Mr Goh Chee Kong
Members	Dr Goh Han Meng
	Ms Gunjan Kathura
	Ms Lum Marn Har
	Mr Petros Zenieris
	Dr Tan Poh Kiang

SUPPORTED BY

Healthy Start Child Development Centre Management Committee

Chair	Assoc Prof Christine Lee
Members	Ms Lim Seok Lin
	Mrs Lucy Quek-Chew
	Ms Ng Bee Leng
	Dr Sirene Lim
	Dr Sudha Mary George
	Ms Tan Li-San

Beautiful People Programme

Chair	Ms Melissa Kwee
Members	Ms Gail Wong
	Ms Geraldine Lim
	Ms Phyllis Ng
	Ms Serene Koh
	Ms Shahrul Noentil
	Ms Susie Lim
	Ms Yong Yoek Ling

Info-Tech Committee

Chair	Ms Chew Hoon
Members	Ms Catherine Goh
	Mrs Elizabeth Prakasam Chin
	Mr Lim Jui Khiang
	Mr Niraj Sinha

Volunteers Committee

Chair	Ms Jean Huang Lundgren till 26 Nov
Members	Mr Ma Wei Tong
	Mr Marc Lim

Related Party Transactions

Singapore Financial Reporting Standard defines a related party as the trustees/office bearers and key management of the Society. It includes an entity or person that directly or indirectly controls, is controlled by, or is under common or joint control with these persons.

It also includes members of the key management personnel or close members of the family of any such individual and others who have the ability to control, jointly control or significantly influence by or for which significant voting power in such entity resides with, directly or indirectly, by such individual.

Key management personnel consist of Executive Director, Deputy Executive Director and Assistant Directors.

There is no claim by the trustees/office bearers for services provided to the Society, either by reimbursement to the trustees/office bearers or by providing the trustees/bearers with an allowance or by direct payment to a third party.

The trustees/office bearers, or people connected with them, have not received remuneration or other benefits, from the Society for which they are responsible, or from institutions connected with the Society.

This information is provided in compliance with Section 3.1 of the Code of Governance for Charities & Institutions of a Public Character issued by The Charity Council on 26 November 2007.

Below are the list of our Board Members and Board Committee Members who are also serving with the MILK Fund.

Designation at the MILK Fund

Position	Name
Ordinary Committee Member	Ms Janet Lyn

Conflict of Interests Policy

The Society has a conflict of interest policy in place. All trustees/office bearers, chairman of sub-committees and key management personnel are required to read and understand the conflict of interest policy. They are required to make full disclosure of interests and to sign the declaration form every year.

When a conflict of interest situation arises, the person concerned shall declare his or her interests and abstain from participating in the discussion, decision-making and voting on the matter.

There was no transaction with a corporation in which the trustees/office bearers and the key management personnel had an interest during the financial year 1 January 2014 to 31 December 2014.

The Staff Management Team

Position	Name
Executive Director	Mr Gerard Ee (Appointed since 01 June 1991)
Deputy Executive Director	Ms T Ranganayaki
Assistant Directors	Mr Andrew Loh Ms Martha Chai Ms Pascale Paul till 7 Oct Mr Yet Tun Hoong

Key Office Holders

S/No	Name	Occupation	Designation & Date of Appointment in Current Office	Designation & Date of Appointment to 1st Key Office
1.	Mr Goh Chee Kong	Consultant	President & DOA: 28/5/2014	Vice President & DOA: 29/3/2005
2.	Mr Andy Leck	Lawyer	Vice President & DOA: 28/5/2014	Board Member & DOA: 24/3/2009
3.	Mr Ang Fui Siong	Banker	Honorary Treasurer & DOA : 28/5/2014	Honorary Treasurer & DOA : 28/5/2014
4.	Mrs Elizabeth Prakasam Chin	Full-time volunteer	Honorary Secretary & DOA: 28/5/2014	Honorary Secretary & DOA: 28/5/2014

Reserves Policy

Fund raising income usually reduces during periods when the economy is not doing well but it is also during these periods that beneficiaries need help all the more. The reserve policy envisions our reserves to be maintained at least one year of operating expenses to ensure that services can continue to function during lean years.

The reserves are monitored and reviewed periodically by the Board, ensuring that the work is always supported. Our reserves position as at 31 December 2014:

IN THOUSANDS	YE 2014	YE 2013	YE 2012
Unrestricted Funds	1,677	1,718	2,258
Designated Funds			
Beautiful People	262	235	177
Beyond Champions	8	0.8	3.5
Cirque Du Monde	-	0.3	0.3
Educational Assistance Fund	107	101	93
Employee Welfare Fund	89	89	89
Family Assistance Fund	28	31	22
Designated Funds Totals	494	457	385
Restricted Funds			
Babes Teen Mom Crisis Service	-	(135)	(86)
Bukit Ho Swee Family Service Centre	-	328	275
Care and Share Grant	151	-	-
Restricted Funds Totals	151	193	189
Total Funds (see 1)			
Total Unrestricted & Designated Funds	2,171	2,175	2,643
Total Funds (see 1)			
Total Funds (see 1)	2,322	2,368	2,832
Total Annual Operating Expenditure	4,268	5,199	5,691
Ratio of Reserves (Unrestricted Funds) to Annual Operating Expenditure (see 2)			
Ratio of Reserves (Unrestricted Funds) to Annual Operating Expenditure (see 2)	0.44	0.40	0.44

Legend:-

¹ Total funds include unrestricted, designated and restricted funds.

² Comprised charitable activities and governance cost of General Fund.

There are no funds in deficit.

The principal funding sources for Beyond Social Services are Government sources (MSF, Tote Board and NCSS) and donations from partners, well-wishers, friends and public.

04

OVERVIEW OF SERVICES

OUR STRATEGY

From a strategic planning exercise in 2001, we crafted a strategic profile to guide us. The profile is periodically reviewed and was last updated in 2011 after a Programme Review.

Beyond's Strategic Profile

We exist to steer children and youths away from delinquency and poverty related ills. We are currently focusing our resources on the low-income families within Central Singapore District with a view to reaching the rest of Singapore.

We will adopt a proactive and holistic approach by being an Advocate, Enabler and Motivator. Our programmes will protect vulnerable children and youths and increase protective factors in the community.

We will be a leading agency as well as a voice to bring about positive government policies that promote an all-inclusive society, an adequate network of community partners and a low juvenile delinquency rate.

OUR CONTINUUM OF SERVICES

Our programmes are the 'doors' by which our target participants come to us but our work as a whole follows a similar continuum. We move programmes participants beyond a crisis or problem; stabilise their situation by strengthening their families and support networks and facilitate their integration into communities.

This way, with the support of their extended family and the community, programme participants become resilient enough to handle their problems and move beyond the need for professional support.

Our programmes are managed within the following departments which are named after their core function:

1. Problem De-escalation
2. Family Strengthening
3. Community Integration & Development

Each department emphasises an area of work within our continuum of service. This report is presented according to the work areas of Crisis & Problem De-escalation, Family Strengthening & Community Integration.

Problem De-escalation	Family Strengthening	Community Integration
Juvenile Justice in the Community	Family Learning Centre	Healthy Start Child Development Centre
	Hope Scheme	Learning Is Fun & Exciting
		Beautiful People
		Youth United

OUR ROLES AS ADVOCATE, ENABLER AND MOTIVATOR

Advocate

Advocacy is our effort to

- Draw attention to the needs and challenges of those who participate in our programmes;
- Gain public support for initiatives that address those needs and challenges;
- Highlight the unintended effects of laws, policies and practices that affect our ability to carry out our work;
- Provide feedback on the impact of national policies and programmes as experienced by the service user;
- The initiation of programmes, practices and policies that bring about a more restorative landscape for children, youth and families thus, promoting an all-inclusive society.

Enabler

Social service programmes run by professionals run the risk of discouraging community-led efforts to care for their vulnerable members. Thus, our role is to nurture community leadership. Sometimes to meet an urgent need, it may be necessary for us to begin and drive a programme.

However, we do so with an exit plan where:

- a. The community is enabled to take on the leadership or
- b. The needs are being met by resources or stakeholders in the mainstream.

As an enabler we are close to the ground and through the voices of programme participants, we experience the impact of policies, programmes and deepen our understanding of social issues.

Motivator

We believe that wherever possible, the non-profit sector should seek to grow by collaboration rather than competition. Sharing and cooperation maximises organisational resources and increases the possibility of our beneficiaries receiving better quality services.

Thus, as a motivator we will facilitate:

- Networks, alliances & friendships that promote cooperation and collaborations;
- The sharing of expertise, knowledge and resources to enable the replication of programmes or to increase programme participation; the building of sector capability and capacity

through formal and informal training programmes.

- The sharing of expertise, knowledge and resources to enable the replication of programmes or to increase programme participation; the building of sector capability and capacity through formal and informal training programmes.

A community building and peace-making approach

To bring about neighborhoods that look out for children, the organisation as a whole focuses on the achievement of 8 objectives. These objectives were chosen with a view of addressing current needs and developing community leaders for the present and the future. Every programme contributes towards the achievement of these objectives.

1. A long-term engagement/relationship with all youths (Keeping in touch with service-users until they are 25).
2. Neighbourhoods that take a restorative approach towards young offenders and multiple problem families.
3. A culture of learning and education among children and youths
4. A culture of employment among the care-givers of our young people and other adult residents
5. A high level of voluntarism and community participation among children, youths and their care-givers.
6. Increased family involvement and competence in resolving their difficulties
7. Cooperation among helping agencies that provide meaningful programmes for our service-users
8. Increased cooperation among civil society that support long-term relationships/"friendships" with our service-users

The objectives are interlinked and span across deliverables corresponding to the individuals, local community and larger community. This is the way we build community.

How the objectives are connected			
Target	Member and Natural Support Networks	Local Community	Larger Community
Focus	Strengthening of members' mutual support networks with family, friends and volunteers	Creating platforms for associations to flourish and act in a restorative manner	Mobilisation of resources to help communities develop from the inside out
Objectives specific to target group	Obj. 1 - Long-term engagement Obj. 3 - A culture of learning and education among children and youths Obj. 4 - A culture of employment among the care-givers of our young people and other adult residents Obj. 6 - Families making decisions	Obj. 2 - Restorative neighbourhoods Obj. 5 - Local voluntarism	Obj. 7 - Cooperation among helping agencies Obj. 8 - Civil society participation

05

PROBLEM DE-ESCALATION

OVERVIEW

Problem De-escalation is work guided by our helping principle that social problems are best resolved within the community. Families and communities are enabled to address and resolve their problems especially those related to children and youths.

This approach attempts to avoid criminal or judicial proceedings, prevent institutionalisation or out-of-home care for children and youths.

In the area of youth misbehaviours; the approach guides young people to put right what they have done wrong with the support of their family and the community. The work is also early intervention for issues that are likely to escalate into chronic situations requiring long-term social services.

While there may be obvious and acceptable reasons why people require social services in their lives, we are mindful that social services must never replace or compete with the family and the community.

Hence, problem de-escalation work strengthens the presence and involvement of family, friends and community in the lives of children and youths.

Families and individuals experiencing difficulties were mainly referred from volunteers residing in the neighbourhoods we operate in. This was a positive development as it indicated the presence of a restorative climate where residents looked out for their neighbours. In all, there were 110 such residents who identified themselves as Good Samaritans with a strong sense of responsibility towards the issues of concern in their neighbourhoods.

We responded to the issues by rallying relatives, friends and volunteers to support families and by facilitating neighbourhood initiatives managed by residents. More information will be provided in the categories Family Support Work and Project Management respectively.

The range of issues that came to our attention was not too different from the previous year. Young people and their families usually presented more than one issue and the top 3 issues that came to our attention were related to the guidance of children and youths.

Issue	Frequency	% (rounded up)
Youth In Conflict with the Law, Authority and Peers	93	24.0%
School Related Difficulties	84	21.5%
Care & Supervision of Children	64	16.4%
Financial Difficulties	44	11.2%
Family Conflict	35	8.9%
Parenting	22	6.0%
Neighbourhood Concerns	13	3.3%
Substance Use	12	3.0%
Beyond Parental Control	6	1.5%
Mental Health	6	1.5%
Others	5	1.2%
Teenage Pregnancy	4	1.0%
Housing	2	0.5%
		100%

Glossary

- Beyond Parental Control: Parents intending to file for BPC in court;
- Care and Supervision: Safeguarding the safety and well-being of children; care arrangements for children;
- Family Conflict: Conflict among family members relating to spousal, parent-child or extended family relationships;
- Housing: Homelessness, youths displaced from family because of institutional care;
- Mental Health: Clinically diagnosed, needing support with medication;
- Neighbourhood Concerns: Living environment and neighbour relations;
- Others: Residency status, citizenship and work permits, health related issues;
- Parenting: Parents having trouble managing children/youths. Disciplinary troubles. Lack of social support and guidance;
- School Difficulties: Non-attendance, school reinstatement, pre-mature school leaving, lack of academic achievement;
- Youth In Conflict: Youth in conflict with the law, peers and authority.

FAMILY SUPPORT WORK

We supported 201 families of which 160 (79%) came to our attention during the year. A total of 867 persons benefitted from the support.

Description	Total
Number of Families - New Referrals 160 - Brought Forward 41	201
Number of Adults in Family	325
Number of Young People age 0 -19 yrs old	452
Number of Young People age 20-25 yrs old	90
Total Number of Persons Supported	867

We provided support mainly in the areas of youth offending, poor school attendance and the care and supervision of children. With regards to youth offending, many young people told us that they felt powerless against a group decision and participated in a misdeed only to start regretting almost immediately.

Many said they felt really scared but were afraid of being regarded as cowards by their peers. They also recalled being extremely unhappy with their situation in general around the time of their offence. A few carried out the misdeed immediately after a disagreement at home.

These young people needed a sense of purpose, achievement and belonging but these were not needs that could not be met instantly. Several of them got into more trouble after their first offence and their families were understandably disappointed and discouraged.

It was a sad situation but with support, families were able to continue impressing on these young people that they were not given up on. Out of the 93 families, parents and caregivers from 67 families took an active interest in their child's wellbeing; encouraging their child to make amends for their mistakes.

As for the rest of the families, we were not able to get their mandate to work on the issue. In short while progress was slow, our work enabled family members to rally together. The problem became an opportunity to strengthen family relationships.

Project Management

In response to the issues identified by residents, there were 42 projects across 5 neighbourhoods. It was heartening to see both adults and youths exhibiting a sense of healthy pride for their neighbourhood and their efforts as volunteers. This was visible from their enthusiasm and clarity of purpose as they shared about their work to helping professionals and volunteers who were interested in learning about their efforts.

Hence, we were also very glad that the number of local volunteers or Good Samaritans as we call them increased to 110 from 72 the previous year. The projects that they put together collectively involved 708 children and youths and 489 parents and care-givers. The impact of these efforts is that residents perceived their neighbourhoods to have become more caring environments for children and youths.

Description of Restorative Neighbourhood Projects by Issues

S/N	Project Description	No of youths/ children benefitted	No. of adults involved
YOUTH IN CONFLICT WITH THE LAW, PEERS OR AUTHORITY			
1	Cyclists against smoking	53	7
2	Gift of Bike	48	22
3	Youth Against Crime with the Police (3 different runs)	36	-
4			
5			
6	Police outreach at Soccer Court- getting to know the youths through sports	15	-
7	Understanding Circles addressing theft in school, missing stationary in art class, being banned from activity in CC, youths hanging out late at night (4 different runs)	43	14
8			
9			
10			
11	Anti-bullying interactive theatre	80	94
12	Addressing drugs abuse by CNB through Laser Tag activity	19	4
Sub-total		294	141
CARE AND SUPERVISION OF CHILDREN			
13	Fire safety at home (2 different runs)	120	35
14			
15	Conversation with parents and children- about soccer kids making noise (2 different runs)	20	10
16			
Sub-total		140	45
PARENTING			
17	Joy Care Leadership (2 different runs)	59	68
18			
19	Good Neighbours Strong Families (4 different runs)	75	68
20			
21			
22			
23	Resolving misunderstanding between child and volunteer	1	2
24	Resolving misunderstanding among children and parents through Amazing Race.	37	8
Sub-total		172	146

S/N	Project Description	No of youths/ children benefitted	No. of adults involved
FAMILY CONFLICT			
25	Forum theatre for Teen Pregnancy (3 runs)	71	17
26			
27			
28	Supporting those affected by family in conflict	1	3
29	Focus group discussion on Teenage Pregnancy	6	-
Sub-total		78	20
FINANCIAL DIFFICULTIES			
30	Learning journey with Mendaki- issue of homelessness and families in crisis	-	8
Sub-total		-	8
SCHOOL DIFFICULTIES			
31	Getting along with my classmates (6 sessions)	7	3
32	Community response conference- supporting children irregular in school	4	8
Sub-total		11	11
NEIGHBOURHOOD PRIDE			
33	Social Mission Conference Engaging youths-at-risk	23	
34	Community Life Competence Training for volunteers and professionals (5 different runs) – members sharing testimonials about their contribution in the communities	-	5
35			
36			
37			
38			
39	Walk for your kidneys- NKF with the residents	20	15
40	Community bonding and identifying good Samaritans (3 different runs)	135	98
41			
42			
Sub-total		178	118

Reflections about Problem De-escalation

De-escalating problems so that people can avoid criminal or judicial proceedings or out-of-home placements must remain a tenet of our work. Studies continually show that a criminal record, institutional care and out-of-home placements lead to people experiencing poorer outcomes in life. However, our work is not just advocacy to avoid proceedings or out-of-home placements; it is about ensuring that people’s needs are met in the process and a problematic situation does not recur.

Guided by the United Nations Convention of the Rights of the Child, we believe “The family is the fundamental group of society and the natural environment for the growth and well-being of all its members particularly children and they should be afforded the necessary protection and assistance so that it can fully assume its responsibilities within the community.” (Taken from the preamble of the UN’s Convention on the Rights of the Child.) Thus, the challenge is to support families so that they can remain a nurturing environment for its members.

The young people we supported were often unhappy at home and their offending was a painful blow to their families. Parents and care-givers felt guilty that they could not guide their child and when their child was not forthcoming in demonstrating remorse, they became extremely discouraged and were unable to take action in restoring the well being of the family as a whole.

These families needed much emotional and practical support and our job was to facilitate this from family, friends and volunteers. It remains a job we constantly need to get better at if we are to restore the nurturing environment that families are meant to be.

The probability of garnering support around families increases when they live among neighbours who care. Hence, nurturing a restorative climate within neighbourhoods is an important aspect of problem de-escalation work. It provides a context for activities that promote positive youth development which is an important protective factor to keep young people in track in the long run.

Going forward, we are mindful of the constant need to nurture support from the local and the wider community if our work is to remain sustainable.

About the Programmes in this Area

Programmes	Number of Persons Benefitted	
	Young People	Caretakers
a. Juvenile Justice in the Community	542	325
*The total number of people served was from 201 families.		
b. Youth United - Restorative Neighbourhood Component	708	489
*The numbers here do not tally with the grand-total as some participants attended more than one event		

a. Juvenile Justice in the Community

To help young persons and their significant others reach a restorative resolution to the problematic situation they are experiencing. Wherever needed, we divert young persons away from the juvenile justice system, out-of-home placements or institutionalization and work with them and their support network to keep them on track in the community. This is done through advocacy, intensive family work and putting in place care and supervision plans that achieve a satisfactory level of stability for the young person.

b. Youth United - Restorative Neighbourhood Component

To nurture neighbourhoods which adopt a restorative problem-solving approach that emphasises involvement and cooperation among family members, friends and volunteers.

We will form strategic partnerships with grassroots organisations, the police, schools and other stakeholders to bring about a restorative climate.

Staff

Position	Name
Assistant Director	Ms Martha Chai
Manager	Mr Yet Tun Hoong
Community Workers	Ms Maizy Tan
	Ms Nguyen Thi Gia Hoang
	Mr Mark Anthony A/L Ambrose
	Ms Rumpa Gupta
	Ms Veronica Cecilia de Mello
	Mr Vicnesh Mathavan
	Ms Wong Pei Ling

06

FAMILY STRENGTHENING

Family strengthening is a framework for serving children and families that is rooted in the principle that family is the most fundamental factor influencing the lives and outcomes of children; and families are strong when they are respected for their desire to remain as a family and provided with the necessary support to overcome their challenges.

There are 3 core areas which are essential to strengthening families:

1. Family Economic Success
2. Strong Family Support
3. A Sense of Community

When we journey with the families on the issues they seek help with, we are mindful of opportunities where we can enhance these core areas.

OVERVIEW

We supported 34 families comprising 87 care-givers and 164 children and youths. With lesser resources, these families had difficulty providing for their members. Thus, the care and supervision of children was a challenge we frequently noticed.

Hence, parenting and care of children were issues we addressed the most frequently. Caregivers were more than aware that their children could be better cared for and were most cooperative exploring and discussing how they could be better parents.

Each department emphasises an area of work within our continuum of service. This report is presented according to the work areas of Crisis & Problem De-escalation, Family Strengthening & Community Integration.

Issue	Frequency	Percentage (%)
Care & Supervision of children	14	35
Parenting	12	30
Youth In Conflict with the law, authority and peers	4	10
Family Conflict	4	10
Teenage Pregnancy	4	10
Financial Difficulties	1	2.5
Beyond Parental Control	1	2.5
Total	40	100

IMPACT OF THE WORK

A Purposeful Experience

31 out of 34 families reported that the family strengthening support we provided met their expectations as the goals they set were achieved. They were able to address difficult issues calmly and thoughtfully as a family.

Usually, for fear of starting an unmanageable conflict, they avoid these issues. They also found the experience useful in creating a plan of action which they believed they could carry out.

A Positive Experience of their own Family

Families valued the positive family experiences we facilitated. They told us that in the midst of their challenges, family life was tensed.

Several care-givers and children also expressed that the experience gave them the opportunity to acknowledge and value their relationships. This was important in clearing their misconception that members no longer cared for each other.

Increase Social Support

The support from extended families, friends and volunteers we rallied around families was appreciated. Although some families were initially apprehensive about bothering others with their problems, they eventually acknowledged the value of support.

They found the company of supportive people comforting and appreciated having a listening ear and concreted practical help with household duties.

Our Reflections

It was a privilege to support families facing very difficult challenges with little resources. The trust they accorded us in their moments of vulnerability cannot be taken for granted.

Impact wise, there was no significant change in the area of economic success or their sense of community but families seemed a lot more positive about their relationships and their situation. Perhaps, change begins the moment people make the effort to address a challenge.

By identifying a challenge, people gain a sense of control over their situation and the support we provided helped them hold steady.

The positive experience of family provided an energy that was useful in helping them take action.

Usually, such families are more accustomed to having their faults pointed out which tends to demoralise them into inaction.

We need to encourage these overstressed and under-supported families to envision a positive future and keep them engaged in

conversations about overcoming their challenges. With ongoing efforts to towards to their positive future, change is more likely to happen.

ABOUT THE PROGRAMMES AND RESOURCES IN THIS WORK AREA

Programmes

Programmes	Number of Persons Benefitted	
	Young People	Caregivers
a. Family Learning Centre	164	87
b. HOPE Scheme	693	597
c. Youth United Family Making Decision Component	542	325

*the numbers are not tallied as some members have received more than one programme or resource.

a. Family Learning Centre

We provide guidance, resources and a healing space for families experiencing multiple problems to work through their difficulties so that they achieve a sense of stability and well-being for its members.

We work in partnership with these families, build on their inherent strengths, strengthen relationships and encourage them to attempt solutions that help them regain a sense of control and competency in their lives.

We believe that families come in different shapes and they are functional in their own ways. Broken families do not necessarily make broken homes.

b. Home Ownership Plus Education (HOPE) Scheme

We help families with little resources access and remain on the HOPE Scheme so that they can upgrade their work skills, increase their family income and better provide for the educational needs of their children.

We will help them optimise their participation and strengthen their links and bonds to mainstream community. When necessary we will place families with other appropriate services or programmes.

We are mindful that in our attempt to promote the HOPE Scheme we will be respectful of families who have chosen to have more than 2 children.

c. Youth United – Family Decision Making Component

To enable families to make decisions about their issues in a restorative manner with the support of family, friends and volunteers so that relationships among them are strengthened leading to community building and integration.

Resources

Resources	Number of Persons Benefitted		Remarks
	Young People	Caregivers	
a. ACR Personal Accident Coverage	164	87	255 families
b. Educational Assistance Fund	693	597	\$43,495.37 disbursed across 39 families
c. Family Assistance Fund	542	325	\$9,192.40 disbursed across 4 families

a. Asia Capital Reinsurance Group (ACR) Personal Accident Coverage

In conjunction with the direct insurer SHC Insurance, the ACR Group offered a fully subsidized scheme that enabled 308 families to benefit from a Personal Accident Coverage for 1 year. This was the 3rd year the scheme had been in place.

b. Educational Assistance Fund

This is a designated internal fund replenished by donations aimed at enabling children and youths to pursue their education without being burdened by educational expenses.

The funds also enable disadvantaged youths especially school drop-outs the opportunity to acquire a skill that would enhance their ability to remain employed, generate income or add value to the work of our organization as a volunteer.

c. Family Assistance Fund

To provide a sense of stability for families who lack financial resources and may be overstressed and under-supported.

Staff

Position	Name
Assistant Directors	Ms Martha Chai
	Ms Pascale Paul till 7 Oct
Manager	Ms Tan Hooi Boon
Community Workers	Ms Ashley Wee from 1 Jul
	Ms Dhiyaa V Logan
	Ms Fairuz Atiqah Binte Noor Mohamed from 6 Jan
	Ms Mardiana Binte Mohd Amizan from 20 Jan
	Ms R Priya Nair from 1 Jul
	Ms Joanne Yau
	Ms Wong Pei Ling
Community Work Assistant	Ms Lena-Ann Shome till 1 Sep
	Ms Najma Banu till 30 Apr
Community Work Assistant	Ms Helen Ho

07

COMMUNITY INTEGRATION & DEVELOPMENT

Community integration and development facilitates “a village” that has the capacity and capability to raise their children well.

The work is built on the operating principle that when children and youths are integrated as responsible members of their community, they are less likely to get into trouble and the community is more likely to look out for their best interest. The “village” is nurtured and kept alive by a focus on 8 desired outcomes which we believe bring about neighbourhoods that care for their young people well.

1. A long-term engagement/relationship with all youths (Keeping in touch with service-users until they are 25).
2. Neighbourhoods that take a restorative approach towards young offenders and multiple problem families.
3. A culture of learning and education among children and youths.
4. A culture of employment among the care-givers of our young people and other adult residents.
5. A high level of voluntarism and community participation among children, youths and their care-givers.

6. Increased family involvement and competence in resolving their difficulties.
7. Cooperation among helping agencies that provide meaningful programmes for our service-seers.
8. Increased cooperation among civil society that support long-term relationships / “friendships” with our service-users.

Outcomes 2, 6 and 8 were reported under Problem De-escalation, Family Strengthening and Partnership and Talent Development respectively. The other outcomes are reported in this chapter.

PROGRESS ON THE DESIRED OUTCOMES

A long-term engagement/friendship with children and youths

Position Overview

Building strong relationships among people is building a strong community. We are facilitating this by engaging young people, their families and their community from low income communities for the long run, nurturing friendships with others within their natural networks as well as those from their larger community.

Highlights

We reached 5,961 young people below 25 years old of which, 2,924 (49%) were connected to regular programmes in the community.

The outreach activities were in themselves meaningful opportunities in bringing people from diverse backgrounds together. Volunteers reported that the conversations challenged them to listen from the heart. They were also most humbled to note that many of those they met were keen to help out with activities in their neighbourhood.

Challenges

We were not always successful in connecting youths to programmes, resources and relationships. This was disappointing as the goodwill from programme/resource providers and volunteer mentors did not achieve its intended benefit.

Moving forward

Toward the end of the year, we secured a community relationship management system and it will be a useful tool in helping us segment the youths according to their interest and aspirations. This will enable us to position our programmes and resources with a view of increasing the take-up rate.

A culture of learning and education

Position Overview

We want to impress on parents that all children can learn and that their families and the community play an important role in encouraging their progress. We will work together with strategic partners and volunteers to provide learning activities; facilitate family involvement and we celebrate learning achievements of the community. Our role is to help young people and their families to discover their motivation to learn and support them to act on it.

Highlights

We engaged 352 children in educational support activities and 516 in sports and arts-based learning activities. A mini art exhibition coordinated by La Salle students – getting children to showcase their art pieces to parents and guests.

8 children completed a sailing programme at the Changi Sailing Club. 414 children were recognized for their learning achievement in a year-end celebration in their neighbourhood. The events were attended by 1139 persons comprising family, neighbours, grassroots leaders, volunteers, partners and donors. Attendance at the Healthy Start Child Development Centre was maintained at 75%.

There was increased involvement of parents during outings, weekly programs and major events. Parent volunteers accompanied children for swimming and gymnastics at the United World College on a weekly basis.

Challenges

Consistency of attendance at learning activities remains a challenge. Children with poor school performance are discouraged and shy away from structured learning activities.

Moving Forward

A conscious emphasis on making learning an enjoyable experience.

A culture of employment

Position Overview

Economic success reduces isolation and increases participation in the mainstream. Care-givers who are gainfully employed are more likely to meet basic needs of children and youths in their households.

We link members to resources, programmes and relationships that enable them to take an active interest in their ability to participate in the economy and generate income. In this way, people co-operate for mutual benefit and community is strengthened.

Highlights

212 job club members were recruited across 5 neighbourhoods
2 mutual help groups with 33 members are active

- Sew Can I (8 members)
- Café Beyond (25members)

5 training opportunities benefitted 40 job club members. 73 persons benefitted from direct job referrals.

We succeeded in bringing the average monthly up to \$504 from \$65.25 the previous year. This was achieved by 70% holding jobs for at least 6 months and 27 members engaged in ad-hoc and seasonal projects.

Challenges

Regular employment for our members was not realistic for reasons ranging from personal competencies, life challenges and background concerns.

Moving Forward

To connect members with appropriate pathways, resources and relationships that will enhance their ability to generate income. Pathways include training, sustainable employment, self-employment and seasonal projects.

A high level of youth voluntarism and community participation

Position Overview

We nurture youth leadership by facilitating voluntarism and nurturing them as community leaders for the longer run. Youths with a sense of belonging, mastery, independence and generosity are more resilient against delinquent activities.

Highlights

While we had slightly fewer volunteers in total, the number of leaders and regular volunteers remained stable compared to 2013.

	2013	2014
Total Number of Volunteers	400	380
Number of Volunteer Leaders	40	51
Number of Regular Volunteers	80	88
Number of First Time Volunteers	280	241

Regular food distribution exercises were mainly supported by youth volunteers. They attended camps, workshops and trainings to increase their leadership skills, facilitation skills and build confidence in public speaking. They also organized a Night Cycling event where more than 70 people participated.

Youth volunteers came together to play host to tables of families and engaged in conversations about volunteering during last year's Youth Day Celebration involving more than 1000 participants. They also performed on stage, manned stalls and bouncing castles, led in some games and helped out in the overall logistics of this full day event.

Challenges

The ongoing effort to encourage leadership and voluntarism among our youths is more likely to succeed within a context of a youth development programme that appeals to the youths. We could not always get the cooperation of youths for our activities and programmes.

Moving Forward

We need to better position our activities for youths with a view to increase the take-up rate.

We will continue to work toward our aspiration that at least 30% of youth membership should have volunteered as aligned with the national volunteering percentage.

Facilitating cooperation among helping agencies for the benefit of our members

Position Overview

To harness and direct the available professional/designated resources in the community for the benefit of our members in the neighbourhoods we serve.

We form strategic partnerships with a view of progressing friendships into partnerships and into programmes that are a resource in the community. i.e. part of the village. Each year we

will focus on a few relationships that will help bring our work into the mainstream.

For 2014, these were the Health Promotion Board, the police and the primary schools in Central Singapore District. The other role we play is to share our expertise, knowledge and resources with our partners in the sector in the hope that they will share our community approach.

Highlights

The mainstream resources we succeeded in directing to our neighbourhoods engaged 1685 participants and addressed 5 main issues: crime prevention, sexuality education, purposeful engagement of youths, academic performance and addiction management.

For 2014, our highlights were:

- Working alongside with Blessings in a Bag and Food Bank Singapore who has diverted a lot of in kind gifts and food donations to us. With these donated items, it created an opportunity for us to engage new families and to connect with old ones.
- Sharing our restorative/community work approach with a cluster of school counsellors during their monthly contact time, tertiary lecturers during their staff learning week and tertiary students as part of their academic learning.
- Assisting the newly set up Bukit Merah SSO in their community mapping and introducing the services provided by them to our members so that they are aware and have access to such resources.
- Partnered with Changi Sailing Club to purposefully engage our children and youths during their June holidays through a certified sailing course.

Challenges

The take-up rate of programmes offered was not always good. We need to get better at nurturing a local response where residents take an active interest in mainstream programmes that benefit them.

Moving Forward

We will continue building on the existing partnerships with a view of keeping resources from professional agencies accessible to our members.

Reflections

It became increasingly clear that the main ingredient for the success of any social programme is that its intended participants must have a genuine stake in its success.

We call this ingredient the “local response.” Across all aspects of our work, outcomes were better when we were able to activate the local response. For example when parents took an active interest in the activities of our child development centre, their children’s attendance improved.

The local response will be more in touch with the complexity of family situations and cultures, and can offer much to facilitating change. Hence, going forward we will need to constantly hone our ability to nurture the local response.

About the Programmes in this Work Area

Programmes with an emphasis on Community Integration and Development	Number of persons served	
	Young people	Adult family members
Healthy Start Child Development Centre	60	49
Learning Is Fun & Exciting (LIFE)	236	150
Beautiful People	74	37
Youth United	4923	5200

1. Healthy Start Child Development Centre

We provide an early childhood programme for children below 6 years old whose developmental and learning needs have been hindered by their social disadvantages.

These children should leave our programme ready for primary school and our Centre should serve as a focal point that encourages the value of education as well as a culture of learning among the families of our children and within the neighbourhoods where they live.

We will do this by providing a quality environment and a pre-school curriculum that nurtures children’s growth emotionally, socially, cognitively and physically. We will also be a warm and welcoming place that actively involves parents and care-givers to take an active interest in their children’s education.

2. Learning is Fun and Exciting (LIFE)

We help children who are facing multiple challenges, to attain their age appropriate literacy level so that they may have a fighting chance to further their education.

We will do so by strengthening their English; which is the working language. This will then enable them to develop literacy skills in other areas. LIFE will also build into its curriculum, opportunities for children to pursue their interests and to develop their character.

To be effective, we will be a driver to ensure that children, their families and schools work cooperatively in the context of the programme.

3. Beautiful People

Beautiful People builds valuable relationships with the teenage girls through group activities and one-to-one mentoring, becoming a trusted friend and positive influence in their lives.

We provide an intensive mentoring and career guidance programme that aims to equip these girls with the tools, skills and relationships to help them map a career direction and get a head-start on a fulfilling career.

Key components of the programme include life skills training, financial education and job exposure opportunities.

4. Youth United

We outreach to youths residing or hanging around lower income neighbourhoods to curb delinquency, anti-social and other harmful behaviours among them. We are an adult friend that advocates for them to be engaged in community activities and contributing to the community’s well being.

We are a resource that encourages the community to adopt restorative approaches towards the management of juvenile delinquency and other youth related issues.

To be effective we have to continually cultivate partnerships with family groups, grassroots organizations, the police, youth-serving agencies and our larger community.

Staff

Position	Name
Manager	Ms Stella Jayanthi
Administrators	Sr Danielle Pang
	Ms Seo Geok Hong till 30 Jun
Assistant Administrators	Ms Teo Mui Hui
	Ms Then Mui Choo
Community Workers	Ms Adrina Tie
	Ms Anne Marie Ong
	Ms Cecilia Matilde Tagle
	Ms Erica Sue Lim till 31 Aug
	Mr George Joseph
	Ms Ho Hor Kuan from 14 Apr
	Ms Hemalatha Paramasivan
	Mr Iskandar Abdul Latiff
	Ms Karimah Amanina Binte Jaffar from 6 Jan
	Mr Kevin See from 7 Apr
	Ms Marilyn Ann Sundram
	Mr Nicholas Yu
	Ms Noor Izzaty Binte Ishak
	Ms Nur Irfah Abdul Majeed
	Ms Phoeon Tan
	Ms Sarojathevi Manickam
	Mr Shasikaran Kalimuthu till 4 Apr
	Mr Stephen Rajah
	Ms Tehreem from 6 Jul
	Ms Veronica Cecilia de Mello
	Ms Zeng Wanyi till 31 Jul
Learning Coordinators	Ms Cheryl Lek
	Ms Eva Hamsha
	Ms N Rajaletchumiy
	Mr Raymond Lee from 17 Mar
Principal	Ms Nurul Izzah Jumail
Project Leader (Home School Partnership)	Ms Lim Shaw Hui
Head teacher	Ms Sua Swee Lee

Teachers	Ms Azah Binte Hamid
	Ms Chew Wenyu till 16 Nov
	Ms Florence Ng from 2 Sep to 31 Dec
	Ms Lee Meiji till 31 Aug
	Ms Noraidah Helmee
	Ms Salamiah Bahtiar
	Ms Salwani Ismail
	Ms Siti Aisyah Abdul Hadi
Housekeeper and Cook	Ms Loh Keng Chin

08

PARTNERSHIP & TALENT DEVELOPMENT

OVERVIEW

The department focuses on donor & partner relations, volunteer development, research to develop Beyond's work, and talent development.

This department is the doorway for larger community resources to flow into Beyond, whether they are donations in kind, cash or time. They are also concurrently strengthening the resources within Beyond, through regular training and staff development sessions.

These were the key events that the department undertook.

Fund Raising

A total of \$3,309,221.94 was raised. The main sources of funds were as follows and they were rounded up to the nearest dollar:

S/N	Donors	Amount
01	The MILK Fund	\$1,805,000
02	Far East Organisation	\$100,000
03	Holywell Fund via The Community Foundation of Singapore	\$50,000
04	Nippon Paint (Singapore) Co Pte Ltd	\$50,000
05	Kwan Im Thong Hood Cho Temple	\$50,000
06	Ngee Ann Development Pte Ltd	\$40,000
07	BGC Partners (Singapore) Limited	\$39,930
08	Visa Worldwide Pte. Limited	\$37,119
09	MFS International Singapore Pte Ltd	\$35,000
10	Blackrock Advisors Singapore Pte Ltd	\$34,870
11	H&K Flow Through Fund via The Community Foundation of Singapore	\$25,000
12	Lee Foundation Singapore	\$20,000
13	General Mills Foundation	\$18,441
14	Takashi & Saori Kousaka Foundation, Imai Family Foundation and Sato Family Foundation via The Community Foundation of Singapore	\$16,500
15	M1 Limited	\$16,098
16	Ngee Ann Polytechnic	\$15,527
17	Bank of America, N.A.	\$14,299
18	Huawei International Pte Ltd	\$13,680
19	St. Joseph's Institution International Ltd	\$13,000

20	Energy Market Authority	\$10,000
21	Ngai Chin Construction Pte Ltd	\$10,000
22	Asia Industrial Development Pte Ltd	\$10,000
23	Contribution received from Individual Donors through Appeal Letters	\$51,520

We thank MILK Fund for being a strong supporter of our work, through their generous donation as well as their partnership.

Part of our fund raising efforts includes appeal letters to regular donors, partners and foundations which are sent out just before Youth Day in July.

These letters give Beyond an opportunity to update our supporters on the work and its direction. We raised \$71,520 through this effort, of which \$20,000 was received from Lee Foundation.

The bulk of donations Beyond received in 2014 were attributed to contributions made by various Grant Making Agencies. Besides Trust Funds and Foundation, Corporate Donors are the second most significant contributor to the inflow of donations we received followed by Individuals.

Respectful and meaningful giving

There were many occasions of meaningful giving, and it was not restricted to cash donations. We have highlighted a few below, which touched us and our beneficiaries:

Gifts of Joy by CapitaCommercial Trust

This was an initiative by the CapitaCommercial Trust that saw 980 gifts being distributed to children and youth. They were from 244 households across the 5 communities that Beyond works with. Gifts such as toys, books and stationery items were collected from tenants of CapitaLand buildings.

Each gift was hand-wrapped and delivered to the homes of the children personally by volunteers from CapitaLand over 3 days, from the 17th to the 19th of December. We thank CapitaCommercial Trust for making our children feel special and for putting a smile on their faces.

Iftar by First Gulf Bank

On 17th July 2014, more than 35 volunteers from the First Gulf Bank broke fast with 30 families at our premises.

The First Gulf Bank of Singapore sponsored a sumptuous buffet spread whereby volunteers and beneficiaries spent the evening dining and interacting with our beneficiaries, learning more about each other and the significance of Ramadan. It was a most meaningful evening overflowing with warmth, hospitality and friendship.

Baking by Visa Worldwide Pte Limited

Over two sessions held on the 17th and 18th of November, volunteers from Visa together with children from the Henderson and Bukit Ho Swee communities learned to make Curry Puffs and Chocolate Chip Cookies.

The children had an enjoyable time interacting with the volunteers from Visa whilst learning a new skill. The baking sessions were led by a mother from the Henderson community. It was a great opportunity for her to build on her confidence and public-speaking skills. The baked goodies turned out delicious and all the participants took great relish in tasting them. We thank Visa for making this possible.

Events

Youth United Day 2014

The Youth United Celebrations 2014 is designed to bring together youth of varying backgrounds, their care-givers and support network, and members of the larger community such as corporates, volunteers and other stakeholders to celebrate National Youth Day and recognize youth for their contributions to the community. The key messages this year were “Building Futures through Friendship” and “Youth Can Do”.

The day featured a Youth Can Do concert, a flash mob, carnival events, and many opportunities for the youth, and their families to mingle. The event was made all the more special as it was during the fasting month of Ramadan.

The day ended with families, friends and volunteers, sitting together to enjoy a special meal as a community at the courtyard of Gan Eng Seng Secondary School.

It turned out to be a dynamic and youth driven event as the activities and performances were planned and organised by the youth. A total of 1035 people came down to enjoy the event, of which 109 youth were recognised as community leaders. 71 youth performed on stage in Tiong Bahru Park and showcased their mastery of a variety of talent, such as singing, dancing and other skills.

The event was ably supported by 265 volunteers, who took up active leadership roles. It was a joy to see so many families getting together and enjoying themselves. It was also a proud moment to see so many youth being appreciated for their contributions to the community.

Our appreciation to Gan Eng Seng Secondary School for making the Community Dinner possible, the youth for sharing their energy, and the volunteers, donors and families for showing their support.

Graduation 2014

We held 6 year-end events celebrating the learning achievements of our children, youths and some of their parents. All of us could do with a little encouragement from time to time but often despite our best efforts, we fail to make the grade deemed worthy of recognition. Thus, our year-end events do not just celebrate spectacular achievements but genuine honest efforts at learning.

The Graduation brought around 584 graduates and 765 family members. The celebration was significant in rallying goodwill which assured our members that they live among people who have their best interests at heart.

Expenses were mainly met by Fuji Xerox Singapore, Far East Organisation, Linde Gas Asia Pte Ltd, Ngee Ann Polytechnic and *SCAPE. Besides sponsoring, a few of these organisations were there to lend their volunteer support.

The Bank of America Merrill Lynch, Nanyang Junior College, Nanyang Girls' High School, the Singapore Civil Defence Force and VISA also sent volunteers who worked alongside those from the government grassroots organisations and all others who engaged our children in a learning activity during the year. For us, co-operation among a diverse group of people is in itself a celebration.

Charity Dinner 2014

The fund raising dinner was held on Thursday, September 11, 2014 at the Island Ballroom of Shangri-La Hotel, Singapore. Together with the Babes Pregnancy Crisis Support Ltd and The South Central Community Family Service Centre, we hosted a 60 table fund-raising dinner.

At the end of the evening, the response from our community amounted to \$803,247. The Guest of Honour for the dinner was Mr Lawrence Wong, Minister for Culture, Community and Youth and Second Minister for Ministry of Communications and Information.

We are deeply appreciative of Minister Lawrence Wong who sang 2 songs for the evening, Shangri-La Hotel, Singapore for sponsoring the venue and dinner and everyone else who volunteered their time, talent and resources to make it a most memorable evening for all.

Volunteer Development

5059 volunteers clocked a total of 45,262 hours. This was 31 volunteer hours for every 100 staff hours. We aim to continue inviting and involving volunteers so that we may eventually become an organisation where volunteer hours are significantly more than staff hours.

A total of 22 volunteer orientations were conducted and 196 volunteers were orientated. 14 befriender training sessions were conducted with a total of 67 participants.

Talent Development

Journey Beyond

The theme for the year was "Professional Identity." The better appreciation of who is the "helping professional" at Beyond was facilitated by conversations on the following topics:

1. Our personal narrative of what got us here and why we choose to stay;
2. Who is the social service professional?
3. What is the role of social services?
4. What is the role of the government?
5. What is the role of volunteers?
6. The terrain of the sector and the operating environment;
7. The role and sustainability of social work as viable paid work;
8. The difference between a not-for-profit and a non-profit organisation;
9. The helping relationship as a partnership; I.e. definition of success, our mutual understanding with the help-seeker, how change happens?
10. Social integration is accepting the "misfits" and not about adjusting them to fit into our ways;
11. A goodwill driven economy...the difference between a transaction and a cooperation or shared action;
12. Values we bring to Beyond and nurturing Beyond as a valuable workplace;
13. Appreciative inquiry as a method of nurturing a valuable workplace;
14. Restorative practices and principles within Beyond...social work as peace-making. Context vs Content analysis;
15. Revisiting Beyond's Strategic Profile and the role of the enabler.

The process also helped the staff appreciate where the organisation is positioned within the social service sector, in communities and in Singapore society and to affirm their commitment to the cause.

Orientation for staff and volunteers

A schedule of monthly sessions to orientate new staff and to serve as a refresher on the practices of the organisation was successfully carried out.

The highlight was having parents and youths attend these sessions as resource persons to share how what they thought about the practices and how they have been impacted. The topics covered were as follows:

1. Journey Beyond Nuts & Bolts: A Journey into the Heart of Beyond
2. Helping Sector, systems theory, laws
3. Restorative Approach, helping principles, peace circles
4. Circle of Courage, strengths
5. Social Capital, SALT/ Appreciative Inquiry, Community Approach
6. Engaging, understanding, influencing (mandate, autonomy)

RESEARCH

Neighbourhood Study

Completed the first phase of data collection on an ongoing neighbourhood study in the Bukit Ho Swee neighbourhood.

This study looks at the health of the community on a variety of indicators such as perceptions and attitudes, community participation, mutual help and social capital.

The preliminary results suggest that civic participation is correlated with neighbourhood perceptions and attitudes and that these attitudes are, in turn, associated with better individual outcomes.

1. Pathways to academic excellence for students in low-income families

In partnership with the Lee Kuan Yew School of Public Policy, this study revealed that 63 percent of primary school children from low income backgrounds in the neighbourhoods we serve are failing at least 1 subject and 26 percent are failing 2 subjects.

The study also investigated some of the challenges that face this group and suggests ways in which the community and other stakeholders can improve the situation.

2. Analysis of Donor Profile and Nature of Donations in Beyond Social Services

This report examines the nature of funding Beyond received in Financial Year 2012 and 2013. It also analyses the variation and changes to donation streams within this timeframe.

In light of organisational changes, this report prompts an understanding of available funding for the sector at-large and suggests how Beyond should approach applying for more broad-based support for the work.

Staff

Position	Name
Assistant Directors	Ms T Ranganayaki
Community Relations Executive	Ms Bavaani Vindan Ms Jolene Fok Ms Kalaivani Magantharan
Research Executive	Ms Anuja Hazarika till 23 Aug Mr Samuel Tang Mr Seah Pei Kwang
Volunteer Manager	Ms Chiu Ying Yik

09

FINANCE & ADMINISTRATION DEPARTMENT

OVERVIEW

The Finance and Administration Department continued to play a key role in ensuring that our systems and processes as a whole complied with the Charity Council's Code of Governance.

They provided the essential support for the smooth running of the community work teams and the organisation as a whole.

Support included Info Technology and Human Resource Management (HRM). HRM played an important role in reinforcing the staff's sense of purpose, passion and competencies.

It worked at cultivating a staff force that had the capacity for self-reflection and evaluation, the humility to learn from our programme participants and the appreciation that some amount of personal sacrifice is often needed in the course of work.

Key tasks carried out

Finance

1. Led the financial and administrative support to 3 charities for the Charity Dinner 2014 held on 11 Sep 2014.
2. Led the financial and administrative support for the Care and Share grant usage and reporting.

Human Resource Management

1. Provided workshop on Performance Reviews in partnership with AchieveGlobal.
2. Organised a Certification in Adventure-based Experiential Learning Facilitation for staff in cooperation with the Potsdam University of Applied Sciences.
3. Implemented Valuable Beyond, an in-house action-based programme to improve teamwork with the support of Joy Care Leadership.
4. Enhanced leave policy for foreign staff.

Administration

1. Outsourced Payroll processing.
2. Rolled out Haze Handling manual.
3. Enhanced electronic claims training guide for staff.
4. Facilitated the purchasing and approval process for the Community Relations Management Information system.
5. Installed new leave application module with Times Software Pte Ltd.
6. Fine-tuned the performance appraisal system.
7. Rolled out the Board-wide Privacy policy and began development of manual.

8. Supported the induction of new Board members.
9. Led and completed Share-A-Meal coin counting exercise for partner charity, Compassion Fund.

Information Technology Support

1. Rolled out SharePoint as an intra-company website for information sharing and repository.
2. Conducted training of SharePoint Site Administrators.
3. Appointed a new IT supplier to manage and maintain the computers.
4. Transferred ownership of database (FIRE System) to South Central Community Family Service Centre.
5. Conducted training of SharePoint Global Administrators, Site Administrators, and End Users.

Staff

Position	Name
Assistant Directors	Mr Andrew Loh
Managers	Ms Cecilia Teo
	Ms Simone Kaelen
Executives	Ms Amy Chiang from 1 Oct to 31 Dec
	Mr Chew Fook Hong
	Ms Cecilia Chan
	Ms Peggy Wong
Janitors	Mr Aziman Ali
	Ms Junaidah Ali

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SAYING THANKS

DONATIONS FROM \$50-\$499

Mr A NG
Ms Adeline Yen Fen ANG
Mr Aik Fong TAN
Mr Alan Pineda
Ms Aline Lay Kheng TEO
Ms Bee Kim YEO
Mr Boon Kwang KWEK
Mr Chee Khoon LIM
Mr Chee Meng WONG
Ms Chen Pin YEO
Mr Chin Fong GOH
Mr Choon Poh LIM
Ms Christina WAH
Ms Christine CHEN
Mr Chuan Leong NIU
Mr Darren Yong Chun YEO
Mr Davin Seng Hock TAN
Ms Denise Xin Ni ER
Mr Derek Chyi Sheong LIM
Ms Desiree Kuang Lien TUNG
Ms Diana LEE
Ms Dione Mei Jie TAN
Ms Doris Yen Ling SEOW

Ms Eden Huizhen HONG
Mdm Florence YEE
Ms Grace Sum Yee YIP
Ms Gwyneth Wen Li TEY
Mr Hak Keong LOH
Mr Hong Sheng LEONG
Ms Hwa Moey, Christina LEE
Mdm Hwee Eng TAN
Mr Idris Ismail
Mr Ivan NEO
Ms Ivy Sarmiento
Mr James Lip Loy Oh
Mr Jeremiah Wun Ming TAN
Mr Jeremy Wei Yi MOK
Ms Jessica Shin Jiun GOH
Ms Joann ONG
Miss Joanna
Mr Jun Xiang WEE
Ms Kamala D/O Kuthan Pillai
Mr Kevin GAO
Mr Kim Kee TAN
Mr Kuldeep Reddy Venati
Ms Lai Fun Mun
Mr Lai Hin YEO
Mr Lai Yong ONG
Mr Laurence Corray
Ms Lyana Yiling YEOW
Mr Lye Hing LIM
Mr M T Donaldson
Mr Malhotra Manpreet SINGH

Ms May Yoke LEE
 Mr Melvin Khai Heng TAN
 Mr Melvin Choon Ming KOH
 Ms Michele LOH
 Mr Mohamed Iqbal Bin Mohamed
 Mr Mohammad Irwan B Juma'at
 Mr Chan
 Mrs Cai
 Mr Muhammad Anuar Bin Kamser
 Ms Mui Cheng CHIA
 Ms Nadira Binte Mohamed Hamzah
 Ms Noraini Bte Pani
 Ms Oi Har LEE
 Ms Patricia Choi Wan LOKE
 Mr Paulo Martins
 Mr Pei Boon TAN
 Mr Peter OH
 Ms Phaik Shien, Emily NGOOI
 Mr Philip Wei Tong LIM
 Mr Raymond Choon Kheong WAN
 Ms Sandra Sou Mui WONG
 Ms Selena Vera
 Mr Shao Wei LIM
 Mr Shon Lei TAN
 Ms Shupeii CHEN
 Mr Siang Yong HENG
 Ms Siew Huay TAN
 Ms Siew Yin LIM
 Ms Siti Juriyah Bte Md Jai
 Mr Soo Hern ANG
 Ms Soo Huah NG
 Mr Soon Oliver Antoinio
 Ms Swee Kheng CHUA
 Ms Syma Zainab
 Mr Tamil Selvam S/O Gopal
 Ms Teresa SEW
 Mr Thuan Sim LEE
 Ms Tieng Wei LEE
 Ms Tiu Suan WONG
 Ms Tong FENG
 Mr Tuck Leong Ow Yong
 Mr Tze Yong LIM
 Mr Urn Wee ONG
 Mr Utsav Kant
 Mr Valentino Simon
 Mr Vincent Chin Min KWEK
 Mr Vincent Kim Huat GOH
 Mr Vincent Joon Kiat MOK
 Ms Vivien TANG
 Ms Wai Ling Winnie FONG
 Mr Wei Hon HO
 Mr Wei Tong TAN
 Ms Wei Yee MAK
 Mr Weng Choong CHOY
 Mr Woei Cheng TONG
 Ms Xana Su Peng TAN
 Ms Xin Pei NG
 Miss Xinyi TAN
 Mr Yam Guan Goh
 Miss Yan LIN
 Mr Yi Ren Tan
 Mr Yi Song CHER
 Miss Yiting Mindy ONG
 Ms Youn-hee CHOI
 Ms Yuen Mun KOK
 Ms Yuk Sieng, Lucy WONG
 Ms Yuyuan CHEN
 Mr Shourabh Modak
 Mr Weng Foo LEE
 Mr Chin Chong YU
 Ms Sharon Gek Lin TAN
 Mr Cheng Kwan LIM
 Ms Li Duan TAN
 Ms Puay Noi CHUNG
 Mr Soo Guan NG
 Mr Thevanathan PILLAY
 Mr Darryl Kah Inn CHAN
 Ms Wei Ting Chew
 Ms Grace Gim Hoon TAN
 Ms Elva Xin ZOU
 Ms Yoke Wah HO
 Mr Aik How Alson TAN
 Mr Alvin Yung Chuan YEO
 Mr Andrew Boon Yong SEAH
 Mr Andrew Soo Jin TAN
 Ms Angeline Pei Shan TANG
 Ms Angelique KHOO
 Mr Arzish Baaquie
 Ms Audrey CHEN
 Mr Azeez Talha
 Ms Bee Day Teo
 Mr Beo Peng LIM
 Ms Bi Ang SUI
 Ms Boon Noi QUEK
 Mr Chandrapal Puthran
 Dr Cheng Guan KANG
 Mr Chin Choeng CHOW
 Mr Chin Hwa YU
 Mr Choon Hung LAI
 Mr Chow Foo EAR
 Ms Choy Yee TANG
 Mr Chun Lay PHUA

Ms Claire Wai Yin Chan
 Mr Colin Chor Kiat ONG
 Mr Damien Xi Jun WEE
 Mr Darius Zi Yang WEE
 Dr David Yew Kwong WOON
 Mr Denise Chwee Lee LIM
 Mr Ernest Wing Yew LEONG
 Ms Faith Sze Sze GAN
 Mr Fook Hou LEE
 Mr Francois Logeais
 Mr Gee Yong LAW
 Dr Geraldine Yee Fong CHEN
 Mr Hock Kiat TAN
 Ms Hueh Hueh Lee
 Ms Hwee Peng Tan
 Mr James Wee Jun FAN
 Mr Jee Meng CHAI
 Mr Jie Er Xu
 Mr Jorge Edward B. Chang
 Ms Juliana Wai Yin CHOW
 Ms Juria Maree
 Mr Kee Chye TAN
 Mr Kim Hwee LEE
 Mr Kim Tian CHEE
 Mr Kiun Jin TJONG
 Mr Kok Chye GOH
 Mr KR Chidambaram
 Mr Kwok Woh THONG
 Ms Lai Hoe, Winnie TAN
 Mr Lay Goh ANG
 Mrs Leh Hiong LEONG-KEI
 Miss Lingxian Chia
 Mr Man Cheung HO
 Ms Mei Ying Nicole EE
 Mr Kelvin
 Mr Muhammad Suhaimi Bin Ismail
 Ms Mui Quee WONG
 Ms Nathalie LEUNG
 Mr Pankhil Desai
 Mr Poh Choon CHOO
 Mrs Rabia Hassan
 Ms Rui Ping LEOW
 Miss Salmah Abdul Rahman Bamadhaj
 Ms Sandra Sudirgo
 Mr Say Kum LIM
 Ms Serene CHUA
 Mr Soo Fatt CHIN
 Ms Sook Fun CHEONG
 Ms Sook Kuen LEONG
 Mr Soon Yong LEE
 Ms Su Ling HO
 Ms Taylor Sue Lin LAU
 Mr Teck Boon WONG
 Mr Thiam Wei CHUA
 Mr Tiong Heng TAN
 Mrs Ursula Terese QUAH
 Ms Vivien Nyuk Khee CHIN
 Mr Wai Hon YIP
 Mr Wee Hiong EIO
 Mr Weevyn Kian Luen TO
 Ms Wei Ling KOH
 Ms Weiyu NG
 Mr Yek Seng CHAN
 Ms Ying Boey LEE
 Mr Ying Kai KONG
 Ms Yoke Ling Elyn Mohinani HO
 Mr Wee Seng LIM
 Mr Anthony Wei Loong Lim
 Mr Benny Burt Abogado Castillo
 Ms Chiew Noi YEO
 Mr Say Eng TAN
 Ms Hazel Kim Choo LOW
 Mr Eric TEH
 Mr Bryan Zheng Quan LEE
 Mr Eng Tong YEO
 Ms Hui Huang LEE
 Mdm Irene TEO
 Ms Kimberly Yu Fang HAN
 Ms Meiyi TAN
 Ms Nicole Lay Chin Sze
 Mr Patrick Peng Kang FOO
 Ms Qi SUN
 Ms Serene Pei Yuke TSU
 Mdm Yee Nee TAN
 Mr Yeow Chon ONG
 Mr Allen Weihan LIU
 Mr Rajesh Radhakrishnan Nair
 Mr Robert Wan-O LAU
 Mr Chun Wei TAN
 Mr John Jeng-Yow TSAI
 Mr Roger Ng
 Ms Serene Li San LEOW
 Mdm Bee Hian LEE
 Ms Bee Lian ONG
 Mr Bret Packard
 Mr Chee Keong TAN
 Ms Cheng Lin TANG
 Mr Cher Koon NG
 Mr Chik Mui MOK
 Mr Chin Khong HO
 Dr Derrick Mok Kwee HENG
 Mr Dirk Beiser

Ms Ease Yixi SU
Mr Edmund NG
Mr Emmanuel Joseph
Mr Gabriel GOH
Mr Gavin Wei Loong Goh
Ms Gretchen Liu
Mr Hak Khoon TAN
Mdm Hong Kheng Lee
Ms Hwee Ching LIM
Mr Iyer Seshadri Rishinaradamangalam V Venkateswaran
Mr James Kiong Yew IONG
Mr Jamil Raza Syed
Mr Jeffrey Pei Tseng Yam
Ms Jo Pien KOH
Mdm Joanne Ting Fong LEE
Mr Joseph Leon
Ms Jun Yi TAN
Mr Kam Weng YEO
Mr Kim Soon ANG
Ms Kin Chui LAU
Mr Kin Ling LEE
Mr Kok Cheong Chia
Mr Kumaran s/o Kannan Paithal C
Mdm Lai Yeen Charmaine WONG
Ms Lueneng TAN
Mrs Malini Dhamodharan
Mr Marco Jun Quan AW
Ms Mee Chee THONG
Mr Meng Hwee KNG
Ms Eliati
Mr Peng Soon YEO
Mr Poh Heng LEE
Mr Ricky Chun Wah OH
Mr Roy Kwee Sai WEE
Ms Sandra Huan Sian TAN
Ms Su Fen Ng
Ms Su Woun HOON
Mr Tahn Lin Alfred LIM
Mr Tuck Chew HO
Mr Wah Nam TAN
Mr Weik Craig Stephen
Mr Willy TEO
Ms Winnie Yin Liu TOH
Ms Woan Hui LIM
Ms Xia WU
Mr Xiangrui NG
Mr Yek Seng YEO
Ms Yen Yen KONG
Mr Yong Kiat YEO
Ms Zhenling Yenny ZHANG
Ms Shirley Ramli

Mdm Chor Khim Tan
Mr Chow Koon Chung
Ms Gek Tuan NG
Mr Teck Chye LIM
Ms Yong Yong WEE
Ms Susan Lai San SO
Mr Shahbaz Ahmad
Ms Shiyuan FU
Mr Wee Beng TAN
Mr Yong TEO
Mr Zhen Hui ENG
Mr Ming Jern SOO
Mr Alvin Wye Kwong CHEW
Mr Wei Jie TOH
Ms Clare Kwee Hiong ONG
Mr Hiang Teck HENG
Ms Irene Sok Eng CHEW
Miss Jerene Chye Luan TAN
Mr Kim Hui LAU
Mr Lawrence Cheong Leng FOO
Ms Sarah Su Lin SEE
Mr Sim Seng TEH
Miss Sui Keng ANG
Mr Syn Min LIEW
Mr Wee Cheng TAN
Mr Malcolm Seow Ee NEO
Ms Serene Li San LEOW
Ms Betty KWAN
Ms Jaclyn Tien Hui NG
Ms Juvian CHEAH
Mr Kia Tiow (Li Jiazhao) LEE
Mr Mohinani Kevin Premchand
Mr Robert Hin Soon CHIN
Ms Sook Poh NG
Ridge Asia Consulting Pte Ltd
C&N Air-con & Refrigeration Engineering
Strategic Netbiz Pte Ltd
Evermarch Holdings Pte Ltd
Global Yellow Pages Limited
Act2 Private Limited
Fixx Systems Pte Ltd
Gokujo Lab Pte Ltd
Skydata Pte Ltd
First Gulf Bank PJSC, Singapore Branch
Matthew Chiong Partnership
Canadian International School

DONATIONS FROM \$500-\$999

Mr Adrian Hoong Tse Koh
Mdm Ai Chee PANG
Ms Annie Tzu-I LEE
Ms Caroline Maes
Mr Chee Kean YEO
Ms Christine Kim Eng LEE
Mr Christopher Kwok Him Loke
Ms Elaine PANG
Mr Fui Siong ANG
Mr Garatti Mattia
Ms Han Kheng LIM
Ms Hwee Yen, Jean CHIANG
Ms Jane Lim
Mr Jim Ho SIM
Mr Kee Leong Sim
Mr Kelvin Jek Chen TAN
Mr Kok Ann Timothy PWEE
Mr Kok Heng YEOW
Ms Latha Ratnam Ganesh
Mr Leslie TEO
Mr Lian Heng CHUA
Mrs Siva
Ms Natasha MANO
Ms Nooraini Hamzah
Dr Poh Kiang TAN
Mr Stephen John YEE
Ms Suu Kuan LIM
Mr Tiam Yoon YONG
Ms Wai Yee, Elizabeth CHIN
Mr Wee Kiat WANG
Mdm Woon Chun CHOW
Ms Yin Lin Rachel TEOH
Mr Chin Wee TEE
Mrs Hui Choo Lim
Mr Christopher GAMMONS
Ms Audrey SEAH
Mr Beng Kwee Alfred LIM
Mr Geok Sum WAH
Ms Liza Sau Fun BOEY
Ms Sylvia Nyuk Yen Wong
Mr Teng Heng WEE
Mr Boon Cheng GUAN
Ms Audrey SEAH
Mr Boon Chye LOH
Mr Jesper Chin Yiong LIM Mr Larry Peng Ann HO
Mr Edwin Chu Meng LEOW
Ms Cher Luang KWOK
Mr Joshua Zhongxian SIM
Ms Mei Ping YEE

3iStudio Consultants Pte Ltd
Aydan Studio
Cable Care Pte Ltd
Oberoi Interior Design
Racha Renovation Pte Ltd
Tora Denki Engineering Pte Ltd
UPM Asia Pacific Pte Ltd
Xenetix Pte Ltd
Sporting Memorabilia Pte Ltd
U Zapp Solutions Pte Ltd
Corrupt Practices Investigation Bureau (CPIB)
JAG Engineering (S) Pte Ltd
Metalliqx (S) Pte Ltd
Raffles Institution
Xenetix Pte Ltd

DONATIONS FROM \$1,000 - \$4,999

Mr Alvin Peng Hong TAN
Mr Bee Teck SIM
Mr Bilahari Kausikan
Mr Bonaventure Soon Tow LEK
Mr Brandon CHEE
Mr Chee Yian Derek TEO
Ms Corinne Yi Lane NG
Ms Dorothy Chan
Ms Eng Hwa TAN
Ms Gunjan Kalra
Ms Janet Yoke Chin LYN
Ms Jasmine TEO
Mr Jeffrey Lu Jye CHUA
Ms Madelene Mei Wan Chung
Mr Mark Jonathan Hudspeth
Mr Duker
Mr Philip Wei Yuen CHOW
Mr Pierre-Emmanuel Giroux
Ms Rose Janice Mei Yin
Ms Ruth Lee
Mr Seow Phong TEO
Mr Shahzad Nasim
Ms Siok Bee Chionh
Mdm Soh Har GAN
Ms Soi Min LOH
Mdm Sok Hun TEO
Ms Suat Hong CHIANG
Ms Swee Hoon Chew
Mr Vernon Gerard Nunis
Mr Voon Kin CHEE
Mr Wei San SOONG
Mrs Jean Huang Lundgren
Mr Buan Li QUEK

Mr Shing Kwok CHOI
Ms Soh Chin Cho
Mr Yeow Leong LOH
Miss Eileenette So Tiong
Dr Geok Jim TAN
Mr Rune Evensen
Mr Hong Tat CHEE
Mr Kwong Wai MOK
Ms Carolyn LOH
Ms Chai Heah TAN
Ms Lian Siang GOH
Mr Michael KOH
Mr Chris Corner
Mr Terence Yew Chai LOU
Mr Ali Thompson
Ms Karen Tien Li HEW
Ms Melissa KWEE
Ms Onnah LIEW
Ms Chui Ping GOO
Entron Construction Pte Ltd
GSK Advance Services Pte Ltd
Hong Leong Properties Pte Limited
Keppel Logistics Pte Ltd
Luxspace Pte Ltd
Morpho Cards (Singapore) Pte Ltd
S E N Glass Specialist Pte Ltd
Superoil Trading Pte Ltd
Yee Construction and Renovation Pte Ltd
Google Inc
ComfortDelGro Corporation Limited
Pramerica Financial Asia Headquarters Pte Ltd
Accelerance Pte Ltd
Y-WA Business Solution Pte Ltd
GIC Private Limited
LSK Engineering (S) Pte Ltd
Schroder Investment Management (Singapore) Ltd
Adlas Pte Ltd
Agility International Logistics Pte Ltd
Crown Construction Pte Ltd
Bloomberg L.P.
Hitachi Data Systems Pte Ltd
Gan Teck Kar Investments Pte Ltd
AXS Pte. Ltd.
Hewlett-Packard Singapore (Sales) P L
Wee Guan Construction Pte Ltd
Tanglin Trust School Ltd

DONATIONS FROM \$5,000 - \$9,999

Ms Andress GOH
Mrs Choo Kim EUN
Mrs Cynthia Lamb
Mr Dinesh Khanna
Mr Gim Hock Thio
Ms Martina Yoke Lin Wong
Ms Pearlyn Lo Lan CHONG
Mr Wah Kheong LEONG
Mr Toshio Karigane
Mr Kee Peng Ngiam
American Women's Association of Singapore
Mellford Pte Ltd
Searights Maritime Services Pte Ltd
CIMB Bank Berhad
Singapore Press Holdings Ltd
The Boston Consulting Group Pte Ltd
Australia And New Zealand Banking Group Limited, Singapore
Branch
Baker & Mckenzie.Wong & Leow
Citibank Singapore Limited
COE Marketing (S) Pte Ltd
Fuji Xerox Singapore Pte Ltd

DONATIONS FROM \$10,000 – \$49,999

Mr Yew Lin GOH
Mr Bill Chan Guan KOH
Mr Larry Kian Hui ANG
Mr Meng Kiat CHANG
The Family of the Late Mr Anthony Luke Prakasam
Asia Industrial Development Pte Ltd
Energy Market Authority
Ngai Chin Construction Pte Ltd
St. Joseph's Institution International Ltd
Huawei International Pte Ltd
Bank of America, N.A.
Ngee Ann Polytechnic
M1 Limited
General Mills Foundation
Takashi & Saori Kousaka Foundation, Imai Family
Foundation and Sato Family Foundation via The Community
Foundation of Singapore
Lee Foundation Singapore
Blackrock Advisors Singapore Pte Ltd
H&K Flow Through Fund via The Community Foundation of
Singapore
MFS International Singapore Pte Ltd
Visa Worldwide Pte. Limited
BGC Partners (Singapore) Limited
Ngee Ann Development Pte Ltd

DONATIONS FROM \$50,000 – \$99,999

Kwan Im Thong Hood Cho Temple
Nippon Paint (Singapore) Co Pte Ltd
Holywell Fund via The Community Foundation of Singapore

DONATIONS \$100,000 & ABOVE

Far East Organisation
MILK Fund

SAYING THANKS

People and Coordinating Bodies

Our volunteers, who give so much of themselves for the young people we serve.

Dr S Vasoo
Honorary Advisor to the Organisation
Central Singapore Community Development Council

The National Council of Social Service for their confidence in the organization, their long-standing friendship and support.

The National Youth Council for their constant encouragement and recognition of our work.

Government & Grassroots Organization

Health Promotion Board
Henderson Heights Residents committee
Kim Seng Community Centre
Kreta Ayer Kim Seng
Leng Kee Community Centre
Whampoa Community Club and Residents' Committee
Yio Chu Kang Residents Committee
Kampong Java Neighbourhood Police Centre
Bukit Timah Neighbourhood Police Centre
Social Service Offices- Jalan Bukit Merah, Jalan Besar, Toa Payoh
Sport Singapore
National Youth Corps

Community Self-Help Groups

Narcotics Anonymous
Saint Augustine Group
Waterfalls Student Care Centre
Yayasan Mendaki

Religious Groups

Al-Amin Mosque
Al- Muttaqin Mosque
Hajjah Rahimabi Mosque
Caritas Singapore

ORGANIZATIONS FOR THEIR FRIENDSHIP AND SUPPORT

ACR Capital Holdings Pte Ltd & SHC Insurance Pte Ltd

For making our families feel safe.

Arbinger Institute

For sharing their knowledge on conflict resolution with our families.

Asia Square Tower 1 Pte Ltd

For fulfilling 200 wishes through Fulfil A Wish project. Your act of giving has certainly brought a lot of cheer to the children and youth we serve.

AXA Rosenberg Investment Management Asia Pacific Ltd

For extending your friendship to our children and youths.

Baker & McKenzie, Wong & Leow

For your long-time friendship and support for the children and youth we serve.

Bank of America Merrill Lynch

For your continued generosity and kindness which have reassured the children, youths and families we serve that they live in a supportive community.

Barclays Capital Services Limited

For actively working with our youths and encouraging their participation in 'Dare to Be' and for its active interest in our work.

Betr Barista Coffee Academy

For offering world-class coffee skills to our beneficiaries. Your partnership has strengthened our youths to become better contributors to the society.

BlackRock

Your generosity towards our young people has reassured them that they live in a caring community. This has strengthened their will to keep their lives on track.

Boys Brigade Sharity Gift Box

Thank you for benefiting our children through the Sharity Gift Box project. You have touched many with your thoughtful giving.

CapitaLand Singapore Limited

Thank you for remembering our children during Christmas and touching their lives through the generous sponsorship of 1953 wishes.

China Aviation Oil (Singapore) Corporation Ltd

Thank you for taking an active interest in our Pre-School programme, Healthy Start Child Development Centre. Our children always look forward to your innovative and fun-filled events.

Energy Market Authority

Thank you for believing in our ability to serve troubled youths and enabling us to do so through your generous donations.

Far East Organisation

For your generosity & compassion and hosting our children, youth and families at Bugis Village Hotel. The families deeply appreciated the privilege and it was a rare quality bonding time for them. The stays have been a most helpful & meaningful resource for our work.

First Gulf Bank, Singapore Branch

For believing in our ability to serve troubled children, youths and their families. Your friendship has reassured our young people that they live in a supportive community.

Food from the heart

For contributing towards the monthly birthday celebrations in Healthy Start Child Development Centre. You never fail to put a smile on their faces with your sweet treats.

Fuji Xerox Singapore

For finding ways to celebrate our children's efforts, talents and strengths, giving them the gift of self-worth. Your steadfast support has enabled and empowered us to reach out to disadvantaged children, youths and their families.

Foodbank

Thank you for sharing the gift of food with us.

Faculty of Dentistry- NUS

For beautifying the smiles of our children and being a wonderful friend to our children at Healthy Start Child Development Centre.

Franciscan Missionaries of Mary

For its active interest in our work, the friendship extended to children and families we serve.

GIC Recreation Club

For bringing in the Festive Cheer to our families and reassuring them that they live among compassionate and caring people.

Global Yellow Pages Limited

For relentlessly rendering their web-hosting expertise to our volunteer and research websites. Your generosity has enabled us to better advocate our work.

Lee Foundation

For the continual support and interest in our work and directing funds towards our cause.

Lotus Light Charity Society (Singapore)

For reaching out to our families through your generous donation of rice. We remain deeply grateful for your consistent support.

Mainly I love Kids Fund (MILK)

For your continued generosity and kindness which have reassured the children, youths and families we serve that they live in a supportive community.

Merrill Lynch / Bank of America

For serving our children & families with all your heart. Your continued interest to work with our families has strengthened our ability to serve.

MobileOne Ltd

Thank you for your continued support that sustains our efforts to serve children, youths and their families. Our services have grown from strength to strength in no small way because of your encouragement and generosity.

National Library Board

For making the visits to the library a fun and exciting experience.

Postdam University of Applied Science

For your support & partnership.

PJ Clinic Bukit Ho Swee

For medical services at reduced rate for our beneficiaries & staff.

Red Pencil

For being committed, creative & caring adult friends and reaching out to our children through Art Therapy.

Singapore Civil Defence Force – 1st Division, Alexandra Fire Station

Thank you for being a friend to our little ones at the Healthy Start Child Development Centre by supporting the Graduation. You have brightened their childhood and reassured their families that they live in a supportive community.

Singapore Scouts Association

For your interest in our work. Your partnership has strengthened our ability to serve.

Singapore Toy Club

For your kind sponsorship of bouncing castles and training our youths to operate them at our events. Your gift brought lots of joy to the children and families we serve.

Spring Singapore

For the fun-filled educational trips that provided valuable lessons for our children beyond the classroom.

Singapore Polytechnic Optometry Centre

For impressing on our young children the importance of caring for their eyesight.

Tanglin Trust School

Thank you for the friendship your students have extended to our children. Our children always enjoyed their visits which were filled with exciting activities that were planned with much care and love.

The Boston Consulting Group

For trusting and believing in our work. You have contributed generously and this has enabled Beyond to reach more children, youth and families in need.

Traders Hotel

For giving disadvantaged young people a pathway to a brighter future with your valuable gift of education.

The Hongkong and Shanghai Banking Corporation Limited

For creating a conducive study environment for our children through your HSBC CR Challenge.

The Little Arts Academy

For offering programmes to our children and youths in the areas of theatre, music, visual arts and dance and continuing to generously touch their lives with your resources and friendship.

United World College of SEA

For the committed service your students provided our children. They were good friends to our children and wonderful role models.

Up & Up

For sharing your creativity with us.

Visa Worldwide Pte. Limited

For your steadfast support that has enabled and empowered us to reach out to vulnerable children, youths and their families.

1 Altitude

Aedas

American Women's Association

Asia Capital Reinsurance Group Pte Ltd

Autodesk Asia Pte Ltd

Bank Julius Baer & Co. Ltd

Bank of Singapore Centre

Burson-Marsteller (SEA) Pte Ltd

CA Technologies

Citibank N.A.

Corrupt Practices Investigation Bureau

Credit Suisse AG

D C Frontiers Pte Ltd

DBS Bank

Defence Science & Technology Agency

Fossil Singapore Pte Ltd

General Mills International

GlobalSign.In Pte Ltd

Grand Mandarin Restaurant

Heliconia Capital

Hotel Jen Tanglin Singapore

Inland Revenue Recreation Club

J.P. Morgan

Linde Gas Asia Pte Ltd

Mövenpick Heritage Hotel Sentosa

Ngee Ann Polytechnic Leo Club

Norton Rose Fulbright (Asia) LLP

NUS Students' Community Service Club

RAM Pacific Pte Ltd

Repucom Asia Pte Ltd

Resort World Sentosa Singapore

HASBRO Singapore Ptd Ltd

SAFRA Community Services Club

Singapore Branch

Singapore Polytechnic

Singapore Tourism Board

Standard Chartered Bank

STMicroelectronics Asia Pacific Pte Ltd

The Fullerton Heritage

Tuas Power Supply Pte Ltd

Ya Kun International Private Limited

Zensho Food Singapore Pte Ltd

For Sponsorship & Donations In-Kind & organizing fun filled events for our children.

Abogado Pte Ltd
Amcor Flexibles Asia Pacific
Australia and New Zealand Banking Group Limited
Council for Private Education
Hewlett-Packard Singapore (Private) Limited
Kelloggs
Kyenkong Tharjay Buddhist Charitable Society
LinkedIn
MFS Investment Management
Ministry of Defence
Prudential Services Singapore Pte Ltd
Salesforce.com Singapore Pte Ltd

For trusting us with your generous contribution of food rations and efforts to reach out to our families through door knocking. Your kindness has made a significant impact on sustaining our programmes and reinforced the principle of respectful giving.

Mayor's Image Fund
National Youth Council – SHINE Funding
Republic Holdings
Singapore Totalisator Board
Traders Hotel Singapore
Zouk Management Pte Ltd

For supporting the 2014 Youth United Day. Through your support & encouragement, we were able to make the event a grand success.

INDIVIDUALS FOR EXTENDING FRIENDSHIP & COOPERATION

Ms Angeline Poon & Mr Bernard Tan

For consistent support that has strengthened our ability to serve.

The Khoo Family, especially Jacqueline

For their continual support and genuine concern for the well-being of the people we serve.

Ms Melissa Kwee and the Big Sisters from the Beautiful People Programme

For mentoring and organizing programme for our youths.

Mr Aleksander Duric

For inspiring our children and youth to do their best.

Mr Mervyn Goh

For being a committed, creative & caring friend to our children. You have a knack of making our children feel special by finding ways to celebrate their efforts, talents and strengths, giving them the gift of self-worth.

Ms Greta Georges

For being a committed, creative & caring friend to our children and bringing cheer to all our events.

Ms Geraldine Kan

For helping the Sat LIFE programme at Whampoa and touching the lives of many children.

All our volunteers

For sharing your time and yourselves to serve the people we work with.

The spouses, partners, children, family & friends of our staff

For respecting and supporting their odd working hours and particular perspectives of life.

Finally our most grateful thanks to all others who have contributed time, energy, resources or funds but are not mentioned here. Your goodwill has energized and assured those we serve that they are a part of the community we live in.

SCHOOL PARTNERSHIPS

Anderson Secondary School
Anglo-Chinese Junior College
Anglo-Chinese School (International)
Balestier Hill Primary School
Blangah Rise Primary School
Catholic Junior College
Chinese International School
CHIJ St. Theresa's Convent
Damai Secondary School
Gan Eng Seng Primary School
Gan Eng Seng Secondary School
Henderson Secondary School
Hwa Chong Institution
ITE College Central
LASALLE College of the Arts
Mayflower Primary School
Nanhua Secondary School
Nanyang Girls' High School
Nanyang Junior College
National Institute of Education
Nanyang Technological University
National University of Singapore
Ngee Ann Polytechnic
Pioneer Secondary School
Queenstown Primary School

Raffles Girls' Secondary School
Raffles Institution Junior College
Republic Polytechnic
River Valley High
School of the Arts Singapore
Singapore American School
Singapore Management University
Singapore Polytechnic
St. Joseph's Institution
St. Joseph's Institution International
Tanglin Trust School
United World College of SEA
Woodlands Secondary School
Yishun Junior College
Zhangde Primary School

VOLUNTEER GROUPS

Agape Group Holdings
American Women's Association
Boys' Brigade
Camp Vision
Community Centre Youth Executive Committee
Cycle Initiative
Girls' Brigade
GK1World (Singapore)
Heliconia Capital Management Pte Ltd
Indian Women's Association
Kayaking for Beyond
Ministry of Culture, Community and Youth
Retired & Senior Volunteer Programme Singapore
Saturdays @ Lengkok
The Good Fight
The Red Pencil
The Volunteer Switchboard



FINANCIAL STATEMENTS

FOR THE FINANCIAL YEAR
ENDED 31ST DECEMBER 2014


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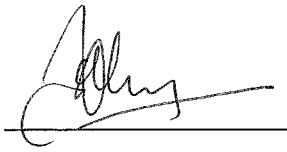
STATEMENT BY BOARD OF MANAGEMENT

We, being two of the undersigned Board of Management of Beyond Social Services do hereby state that, in the opinion of the Board of Management, the balance sheet, statement of financial activities and statement of cash flows are properly drawn up so as to give a true and fair view of the state of affairs of the Society as at 31 December 2014 and the results, changes in funds and cash flows of the Society for the financial year ended on that date.

On behalf of the Board of Management



GOH CHEE KONG
President



ANG FUI SIONG
Honorary Treasurer

Date: 28 April 2015
Singapore

INDEPENDENT AUDITORS' REPORT TO THE BOARD OF MANAGEMENT OF BEYOND SOCIAL SERVICES

Report on the Financial Statements

We have audited the accompanying financial statements of BEYOND SOCIAL SERVICES (the "Society"), which comprise the balance sheet as at 31 December 2014, the statement of financial activities, and statement of cash flows for the financial year then ended, and a summary of significant accounting policies and other explanatory information.

The Board of Management's Responsibility for the Financial Statements

The Society's Board of Management is responsible for the preparation of financial statements that give a true and fair view in accordance with the provisions of the Societies Act (Chapter 311), Charities Act (Chapter 37) and Charities Accounting Standard, and for devising and maintaining a system of internal accounting controls sufficient to provide a reasonable assurance that assets are safeguarded against loss from unauthorised use or disposition; and transactions are properly authorised and that they are recorded as necessary to permit the preparation of true and fair statement of financial activities and balance sheet and to maintain accountability of assets.

Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Singapore Standards on Auditing. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error.

In making those risk assessments, the auditor considers internal control relevant to the Society's preparation of financial statements that give a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Society's internal control.

An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by Board of Management, as well as evaluating the overall financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements are properly drawn up in accordance with the provisions of the Societies Act (Chapter 311), Charities Act (Chapter 37), and Charities Accounting Standard, so as to give a true and fair view of the state of affairs of the Beyond Social Services as at 31 December 2014 and the results, changes in funds and cash flows of the Society for the financial year ended on that date.

Report on Other Legal and Regulatory Requirements

In our opinion,

- (a) the accounting and other records required by the above regulations to be kept by the Society have been properly kept in accordance with those regulations; and
- (b) the use of donation money received is in accordance with the Society's objectives.



HELMI TALIB & CO
Public Accountants and
Chartered Accountants

Date: 28 April 2015
Singapore

BALANCE SHEET

	NOTES	2014	2013
		\$	\$
Non-Current Assets			
Plant and equipment	6	41,038	83,273
Total Non-Current Assets		41,038	83,273
Current Assets			
Receivables	7	206,861	154,325
Cash and cash equivalents	8	2,541,281	2,664,839
Total Current Assets		2,748,142	2,819,164
TOTAL ASSETS		2,789,180	2,902,437
Current Liabilities			
Payables	9	467,003	534,568
Total Current Liabilities		467,003	534,568
TOTAL LIABILITIES		467,003	534,568
NET ASSETS (LIABILITIES)		2,322,177	2,367,869
Unrestricted Funds			
General fund		1,676,701	1,718,243
Designated funds		494,187	455,737
Total Unrestricted Funds		2,170,888	2,173,980
Restricted Funds			
- Babes Teen Mom Crisis Service		-	(134,532)
- Bukit Ho Swee Family Service Centre		-	328,421

- Care and Share Grant		151,289	-
Total Restricted Funds		151,289	193,889
TOTAL CHARITY FUNDS	5, 10	2,322,177	2,367,869

*The accompanying notes form an integral part of these financial statements.

STATEMENT OF FINANCIAL ACTIVITIES

	NOTES	2014	2013
		\$	\$
INCOME			
<u>Income from generated funds</u>			
Voluntary income		3,785,000	3,259,057
Investment income		167	410
		3,785,167	3,259,467
Income from charitable activities		604,632	1,452,415
Other income		161,400	8,386
TOTAL INCOME		4,551,199	4,720,268
EXPENDITURES			
<u>Cost of generated funds</u>			
Cost of generated voluntary income		(233,476)	(224,083)
Charitable activities		(3,963,584)	(4,857,405)
Governance costs		(19,767)	(14,981)
Other expenditures		(51,643)	(102,414)
TOTAL EXPENDITURES		(4,268,470)	(5,198,883)

Net Income (Expenditure)		282,729	(478,615)
<u>Gross transfer to (from) funds</u>			
Utilisation of discretionary fund		-	-
Transfer of funds to related party		(328,421)	-
		(328,421)	-
Net movement in funds		(45,692)	(478,615)
<u>Reconciliation of Funds</u>			
Total funds brought forward		2,367,869	2,846,484
Total funds carried forward	5	2,322,177	2,367,869

* The accompanying notes form an integral part of these financial statements.

STATEMENT OF CASH FLOWS

	NOTES	2014	2013
		\$	\$
Cash flows from operating activities			
Net income (expenditure) for the year	5	282,729	(478,615)
Adjustments for:		51,476	102,004
Depreciation of plant and equipment		51,788	102,070
(Gain) loss on disposal of plant and equipment		(145)	344
Interest income		(167)	(410)
Operating cash flows before changes in working capital		334,205	(376,611)
Total changes in working capital		(120,101)	6,959
(Increase) decrease in receivables		(52,537)	13,351
Decrease in payables		(67,564)	(6,392)
Net cash flows from (used in) operations		214,104	(369,652)
Interest received		167	410

	NOTES	2014	2013
Net cash flows from (used in) operating activities		214,271	(369,242)
Cash flows from investing activities			
Acquisition of plant and equipment		(11,029)	(40,225)
Proceeds from disposal of plant and equipment		1,621	-
Net cash flows used in investing activities		(9,408)	(40,225)
Cash flows from financing activities			
Transfer of funds related party		(328,421)	-
Net cash flows used in financing activities		(328,421)	-
Net decrease in cash and cash equivalents		(123,558)	(409,467)
Cash and cash equivalents at beginning of year		2,664,839	3,074,306
Cash and cash equivalents at end of year	8	2,541,281	2,664,839

* The accompanying notes form an integral part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS

These notes form an integral part of and should be read in conjunction with the accompanying financial statements.

1 – THE SOCIETY AND ITS PRINCIPAL ACTIVITY

The Bukit Ho Swee Community Service Project, the predecessor of the Beyond Social Services was originally established in August 1969. The Bukit Ho Swee Social Service Centre was registered as a Society (herein referred to as the “Society”) under the Societies Act, Chapter 311 in 7 February 1987.

On 15 October 2001, the Society was known as Beyond Social Services. The registered address of the Society is Block 26, Jalan Klinik, #01-42/52, Singapore 160026.

The Society is a registered charity under the Charities Act, Chapter 37 since 19 September 1988, and has been accorded the status of an Institution of Public Character (“IPC”) for 3 years from 1 July 2013 to 30 June 2016. The registration number is S87SS0025J.

The principal activities of the Society are to provide counselling and care services for children and young persons, to assist where possible families in need and to encourage voluntary social service and responsible citizenship.

The financial statements of the Society for the financial year ended 31 December 2014 were authorised for issue in accordance with a resolution of the Board of Management on the date of Statement by Board of Management.

2 – BOARD OF MANAGEMENT

The Society is governed by the Board of Management. All board members are volunteers who contribute pro bono their time, expertise and services. They do not receive any reimbursements.

For the financial year under review, the members of the Board of Management 2014/15 who were appointed on 28 May 2014 are as follows:

Position	Name
President	Mr Goh Chee Kong
Vice President	Mr Andy Leck
Honorary Secretary	Mrs Elizabeth Prakasam Chin
Honorary Treasurer	Mr Ang Fui Siong
Founder Member Representative	Sr Mary Soh
Committee Members	Mr Chris Ng
	Ms Janet Lyn
	Dr Tan Poh Kiang
	Mr Vikash Bali

3 – SIGNIFICANT ACCOUNTING POLICIES

3.1 Basis of preparation

The financial statements are prepared in accordance with the provisions of the Societies Act (Chapter 311), Charities Act (Chapter 37), and Charities Accounting Standard (“CAS”).

The financial statements are prepared under the historical cost basis except as disclosed in the accounting policies below.

The preparation of financial statements requires management to make judgments, estimates and assumptions that affect the application of policies and reported amounts of assets, liabilities, income and expenses. Although these estimates and associated assumptions are based on historical experience and various other factors that are believed to be reasonable under the circumstances. Actual results may ultimately differ from those estimates.

There were no critical judgments made in the process of applying the Society’s accounting policies that have the most significant effect on the amounts recognised in the financial statements. There were no key assumptions concerning the future, and other key sources of estimation uncertainty at the end of the reporting period, that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

The financial statements are expressed in Singapore Dollar (“SGD” or “\$”).

3.2 Changes in accounting policies

The accounting policies adopted are consistent with those of the previous financial year.

3.3 Functional currency

The management has determined the currency of the primary economic environment in which the Society operates i.e. functional currency, to be Singapore Dollar (“SGD”). Donations received, major costs and operating expenses are primarily influenced by fluctuations in SGD.

3.4 Plant and equipment

Plant and equipment are stated at cost less accumulated depreciation.

The cost of plant and equipment initially recognised includes its purchase price and any directly attributable costs of bringing the plant and equipment to working condition for its intended use. Subsequent expenditure relating to plant and equipment that has already been recognised is added to the carrying amount of the asset only when it is probable that future economic benefits associated with the item will flow to the Society and the cost of the item can be measured reliably. All other repair and maintenance expense is recognised in the statement of financial activities when incurred.

Depreciation is calculated on a straight line basis to allocate the cost of the assets less residual values over their estimated useful lives. The estimated useful lives are as follows:

Air-conditioner	5 years
Computer	3 years
Equipment	5 years
Furniture and fittings	5 years
Leasehold improvement	5 years
Motor vehicle	5 years

The residual values, useful life and depreciation method are reviewed at the end of each reporting period to ensure that the amount, method and period of depreciation are consistent with previous estimates and the expected pattern of consumption of the future economic benefits embodied in the items of plant and equipment.

An item of plant and equipment is de-recognised upon disposal or when no future economic benefits are expected from its use or disposal. Any gain or loss on de-recognition of the asset is included in the statement of financial activities in the year the plant and equipment is de-recognised.

3.5 Financial assets

Financial assets are any asset that is either cash or equity instrument of another entity or Society has a contractual right:

- To receive cash or another financial asset from another entity; or
- To exchange financial assets or financial liabilities with another entity under conditions that are potentially favourable to the Society.

Financial assets are recognised on the balance sheet when, and only when the society becomes a party to the contractual provisions of the financial instrument.

Financial assets are measured initially at the transaction price excluding transaction costs. Transaction costs shall be recognised as expenditure in the statement of financial activities as incurred. Subsequent to initial measurement, financial assets are measured at cost less any accumulated impairment losses.

The Society classifies its financial assets into the following categories:

(a) Receivables

Included in receivables are prepayments. Prepayments shall be initially recognised at the amount paid in advance for the economic resources expected to be received in the future.

After initial recognition, prepayments shall be measured at the amount paid less the economic resources received or consumed during the financial period.

(b) Cash and cash equivalents

Cash and cash equivalents comprise cash and bank balances.

3.6 Impairment of financial assets

At the end of each reporting period, the Society shall assess whether there is objective evidence of impairment of its financial assets. If there is objective evidence of impairment (including significant changes with an adverse effect that have taken place in the technological, market, economic or legal environment in which the issuer operates), the society shall recognise an impairment loss (i.e. expenditure) immediately in the statement of financial activities.

Objective evidence that a financial asset or group of financial assets is impaired includes observable data that come to the attention of the Society about the following loss events:

- (i) Significant financial difficulty of the debt/bond issuer or obligor.
- (ii) A breach of contract, such as a default or delinquency in interest or principal payments.
- (iii) The creditor, for economic or legal reasons relating to the debtor's financial difficulty, granting to the debtor a concession that the creditor would not otherwise consider.
- (iv) It has become probable that the debtor will enter bankruptcy or other financial re-organisation.
- (v) Observable data indicating that there has been a measurable decrease in the estimated future cash flows from a group of financial assets since the initial recognition of those assets, even though the decrease cannot yet be identified with the individual financial assets in the group, such as adverse national or local economic conditions or adverse changes in industry conditions.

For an equity investment, the impairment loss are recognised in the statement of financial activities whenever the carrying amount of the investment is lesser than the best estimate (which will necessarily be an approximation) of the amount (which might be zero) that the Society would receive for the investment if it was to be sold at the reporting date.

For all other financial assets, the impairment loss are recognised in the statement of financial activities whenever carrying amount of the financial asset is lesser than the undiscounted future cash flows (excluding unearned interest in the case of an interest-bearing financial asset) that the Society expects to receive from the financial asset.

An impairment loss is only reversed to the extent that the assets' carrying amount of the financial asset (net of any allowance account) that exceeds what the carrying amount would have been had the impairment not previously been recognised. The Society shall recognise the amount of the reversal in the statement of financial activities immediately.

3.7 Financial liabilities

Financial liabilities are any liability that is a contractual obligation by the Society to:

- Deliver cash or another financial asset to another entity; or
- Exchange financial assets or financial liabilities with another entity under conditions that are potentially unfavourable to the Society.

Financial liabilities include payables, other than accruals, shall be recognised at their transaction price, excluding transaction costs, if any, both at initial recognition and at subsequent measurement. Transaction costs shall be recognised as expenditure in the statement of financial activities as incurred. Accruals shall be recognised at the best estimate of the amount payable.

3.8 Provisions

Provisions are recognised when the Society has a present legal or constructive obligation as a result of past events where it is probable that it will result in an outflow of economic benefits to settle the obligation and the amount of the obligation can be estimated reliably.

Provisions are reviewed at the end of each reporting period and adjusted to reflect the current best estimate. If it is no longer probable that an outflow of resources embodying economic benefits will be required to settle the obligation, the provision is reversed. If the effect of the time value of money is material, provisions are discounted using a current pre-tax rate that reflects, where appropriate, the risks specific to the liability. When discounting is used, the increase in the provision due to the passage of time is recognised as a finance cost.

3.9 Funds

(a) Unrestricted Fund

The Society classifies the following funds as unrestricted funds. Unrestricted fund comprises general fund and designated fund.

General funds are used for the general purposes of the Society as set out in its governing document. If part of an unrestricted fund is earmarked for a particular project, it may be designated as a separate fund (known as 'Designated Fund'). The designation has an administrative purpose only, and does not legally restrict the Board of Management's discretion to apply the fund. We will respect the donors' intended use of the funds and will endeavour to request for donors' permission should a change of use be deemed necessary.

(b) Restricted Fund

Restricted funds are funds subject to specific funded programmes by government and charity bodies, but still within the wider objects of the Society.

Restricted funds may only be utilised in accordance with the purposes established by the sources of such funds and are in contrast with unrestricted funds over which the board of management retains full control to use in achieving its institutional purposes.

The Society classifies the following funds as restricted funds:

- Babes Teen Mom Crisis Services
- Bukit Ho Swee Family Service Centre
- Care and Share Grant

3.10 Income recognition

Income shall be recognised in the statement of financial activities when the effect of a transaction or other event results in an increase in the Society's net assets. This normally arises when there is control over the rights or other access to the resource, enabling the Society to determine its future application, virtually certain that income will be received and the amount of the income can be measured with sufficient reliability.

All income is reported at gross. However, where funds are raised or collected for the Society by individuals not employed or contracted by the Society, the gross income of the Society are the proceeds remitted to the Society by the organisers of the event, after deducting their expenses. The following specific recognition criteria must also be met before income is recognised:

(a) Income from generated funds

Voluntary income in the form of donations and activities for generating funds are recognised when received with unconditional entitlement to the receipts.

Investment income comprised interests earned from bank current accounts and fixed deposits placed with banks, recognised on an accrual basis.

(b) Income from charitable activities

Comprised government subventions and grants for the programmes run by the Society. These are recognised as income according to the terms of the funding agreements, on an accrual basis with unconditional entitlement to the receipts.

(c) Other Income

Comprised membership subscriptions, government credits, refunds, reimbursement, services rendered and the like are recognised as and when received.

(d) Sponsorship-in-kind

Sponsorship-in-kind is recognised as income when the Society obtains control of the sponsorship and the amount can be measured reliably.

3.11 Employee benefits

(a) Defined contribution plan

As required by law, the Society contributes to the employees' Central Provident Fund ("CPF") accounts monthly. CPF contributions are recognised as compensation expenses in the same period as the employment that gives rise to the contribution.

(b) Employee leave entitlement

Employee entitlements to annual leave are recognised when they accrue to employees. Unused annual leave at end of calendar year are neither carried forward to the following calendar year nor encashed.

3.12 Expenditures

All expenditures are accounted for on an accrual basis, aggregated under the respective areas as soon as there is a legal or constructive obligation committing the Society to make payment. Direct costs are attributed to the activity where possible. Where costs cannot be wholly attributable to an activity, they have been apportioned on a basis consistent with the use of resources.

(a) Costs of generating funds

These costs are directly attributable to the fund-raising activities, separate from those costs incurred in undertaking charitable activities. These costs are met by contributions in the form of cash sponsorships and grants.

(b) Charitable activities

Costs of charitable activities comprise all costs incurred in the pursuit of the charitable objects of the Society. The total costs of charitable expenditure include an apportionment of overhead and shared costs.

(c) Governance costs

Includes costs of preparation and examination of statutory accounts, costs of governing board meetings and cost of any legal advice on governance or constitutional matters.

3.13 Operating leases

Leases where the lessor effectively retains substantially all the risk and benefits of ownership of the lease term, are classified as operating leases.

Operating lease payments are charged to the statement of financial activities on a straight line basis over the year of the lease.

When an operating lease is terminated before the lease period has expired, any payment required to be made to the lessor by way of penalty is recognised as an expense in the year in which termination takes place.

3.14 Related party

Related party includes all of the following:

(a) A person or a close member of that person's family is related to the Society if that person:

- (i) has control or joint control over the Society;
- (ii) has significant influence over the Society; or
- (iii) is a governing board member, trustee or member of the key management personnel of the Society or of a parent of the Society.

(b) An entity is related to the Society if any of the following conditions applies:

- (i) the entity and the Society are members of the same group (which means that each parent, subsidiary and fellow subsidiary is related to the others);

- (ii) the entity is an associate or joint venture of the Society (or an associate or joint venture of a member of a group of which the Society is a member) and vice versa;
- (iii) the entity and the Society are joint ventures of the same third party;
- (iv) the entity is a joint venture of a third entity and the Society is an associate of the third entity and vice versa;
- (v) the entity is controlled or jointly controlled by a person identified in (a); and
- (vi) a person identified in (a)(i) has significant influence over the entity or is a governing board member, trustee or member of the key management personnel of the entity (or of a parent of the entity).

(c) Close members of the family of a person are those family members who may be expected to influence, or be influenced by, that person in their dealings with the Society and include:

- (i) that person's children and spouse or domestic partner;
- (ii) children of that person's spouse or domestic partner; and
- (iii) dependants of that person or that person's spouse or domestic partner.

4 – RELATED PARTY DISCLOSURES

The following are significant transactions between the Society and related parties that took place during the financial year. The effects of these transactions are reflected in the financial statements on the basis determined between the parties.

Significant related party transactions:

	2014	2013
	\$	\$
Former president-related companies		
Expense paid on behalf	20,212	45,722
Administrative fee income	14,589	14,194
Cash received on behalf	(65,942)	(15,969)
Transfer of surplus	(328,421)	-

Outstanding balance as at 31 December 2014, arising from the administrative fee income and transactions on behalf of South Central Community Family Service Centre Ltd. and Babes Pregnancy Crisis Support Ltd. are unsecured and receivables within 12 months from balance sheet date are disclosed in Notes 7 respectively.

Information regarding former president-related companies is disclosed in Note 10 to the financial statement.

Remuneration of key management personnel

Key management personnel consists of the Executive Director, Deputy Executive Director and Assistant Directors. They have the responsibility to plan, direct and control the activities of the Society.

	2014	2013
	\$	\$
Salaries, bonuses, benefits and employer's CPF contribution	498,696	655,136

In 2014, there were 6 key management personnel (2013: 9). 3 staff members resigned and 1 job scope revised during the year.

5 – DETAILED STATEMENT OF FINANCIAL ACTIVITIES

	2014										2013		
	Unrestricted Funds										Total Funds		
	General Fund	Designated Funds					Restricted Funds					Total Funds	
		Beautiful People Fund	Beyond Champions Fund	Cirque Du Monde Fund	Educational Financial Assistance Fund	Employee Welfare Fund	Family Assistance Fund	Total Designated Fund	Total Unrestricted Fund	Babes Teen Mom Crisis Service	Bukit Ho Swee Family Service Fund		Care and Share Grant
INCOME	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
Income from generated funds													
Tax deductible donation	2,965,437	16,422	-	26,416	-	7,800	106,927	3,072,364	-	-	-	-	2,806,456
Non-tax deductible donation	235,956	7,810	-	34,663	-	-	42,473	278,429	-	-	-	-	139,526
Sponsorship-in-kind	233,476	-	-	-	-	-	-	233,476	-	-	-	-	224,083
Miscellaneous income	186,973	403	-	200	-	-	603	187,576	-	-	-	-	80,922
Membership fees	13,155	-	-	-	-	-	-	13,155	-	-	-	-	8,070
Investment income	3,634,997	64,502	-	61,279	-	7,800	150,003	3,785,000	-	-	-	-	3,259,057
Interest income	167	-	-	-	-	-	-	167	-	-	-	-	410
Income from charitable activities													
Programme income	492,490	-	-	-	-	-	-	492,490	-	-	-	-	487,359
Government subventions	112,142	-	-	-	-	-	-	112,142	-	-	-	-	959,141
Others	-	-	-	-	-	-	-	-	-	-	-	-	5,915
Other income													
Grant income	-	-	-	-	-	7,800	-	-	-	-	161,400	-	8,386
TOTAL INCOME	4,239,796	64,502	-	61,279	-	7,800	150,003	4,389,799	-	-	161,400	-	4,720,268

5 – DETAILED STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED)

	2014										2013				
	Unrestricted Funds										Total Funds				
	General Fund	Designated Funds						Total Unrestricted Fund	Restricted Funds			Total Funds			
		Beautiful People Fund	Beyond Champions Fund	Cirque Du Monde Fund	Educational Financial Assistance Fund	Employee Welfare Fund	Family Assistance Fund		Total Designated Fund	Babes Teen Mom Crisis Service			Bukit Ho Swee Family Service Fund	Care and Share Grant	Total Restricted Fund
	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
EXPENDITURE															
Costs of generating funds															
Cost of generating voluntary income															
Cost of sponsorship-in-kind	(233,476)	-	-	-	-	-	-	-	-	-	-	-	-	(233,476)	(224,083)
Charitable activities															
Salaries and bonuses	(2,864,893)	-	-	-	-	-	-	-	-	-	-	-	-	(2,864,893)	(3,332,262)
Employer's contribution to Central Provident Fund ("CPF")	(406,923)	-	-	-	-	-	-	-	-	-	-	-	-	(406,923)	(463,069)
Activities/events/outings	(187,971)	-	-	-	-	-	-	-	-	-	-	-	-	(187,971)	(27,299)
Office maintenance	(76,167)	-	-	-	-	-	-	-	-	-	-	-	-	(76,167)	(103,100)
Other staff cost	(43,088)	-	-	-	-	-	-	-	-	-	-	-	-	(43,088)	(18,015)
Office rent	(37,723)	-	-	-	-	-	-	-	-	-	-	-	-	(37,723)	(169,164)
Office utilities	(31,550)	-	-	-	-	-	-	-	-	-	-	-	-	(31,550)	(50,318)

5 – DETAILED STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED)

	2014											2013
	General Fund	Unrestricted Funds						Restricted Funds				Total Funds
		Designated Funds	Designated Funds			Unrestricted Funds			Bukit Ho Swee Family Service Fund	Care and Share Grant	Total Restricted Fund	
	Beautiful People Fund	Beyond Champions Fund	Cirque Du Monde Fund	Educational Financial Assistance Fund	Employee Welfare Fund	Family Assistance Fund	Total Designated Fund	Total Unrestricted Fund	Babes Teen Mom Crisis Service		Total Restricted Fund	Total Funds
EXPENDITURE (Continued)	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
Charitable activities (Continued)												
Staff training	(31,490)	-	-	-	-	-	-	(31,490)	-	-	-	(31,490)
Food & beverages	(26,175)	-	-	-	-	-	-	(26,175)	-	-	-	(26,175)
Staff benefits	(23,904)	-	-	-	-	-	-	(23,904)	-	-	-	(23,904)
Professional fees	(14,447)	-	-	-	-	-	-	(14,447)	-	-	-	(14,447)
Office equipment rental	(12,061)	-	-	-	-	-	-	(12,061)	-	-	-	(12,061)
Materials/learning	(10,535)	-	-	-	-	-	-	(10,535)	-	-	-	(10,535)
Printing & stationery	(9,535)	-	-	-	-	-	-	(9,535)	-	-	-	(9,535)
Office phone/fax	(9,527)	-	-	-	-	-	-	(9,527)	-	-	-	(9,527)
Other programme costs	(8,887)	(37,588)	(9,464)	(54,659)	-	(9,842)	(111,553)	(120,440)	-	(10,111)	(130,551)	(469,935)
Staff medical	(7,739)	-	-	-	-	-	-	(7,739)	-	-	-	(7,739)
Coach/teacher fees	(7,410)	-	-	-	-	-	-	(7,410)	-	-	-	(7,410)
Transport	(7,040)	-	-	-	-	-	-	(7,040)	-	-	-	(7,040)
Volunteer expenses	(6,239)	-	-	-	-	-	-	(6,239)	-	-	-	(6,239)
Internet & website	(5,855)	-	-	-	-	-	-	(5,855)	-	-	-	(5,855)

5 – DETAILED STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED)

		2014										2013		
		Unrestricted Funds												
General Fund		Designated Funds							Total Unrestricted Fund	Babes Teen Mom Crisis Service	Bukit Ho Swee Family Service	Care and Share Grant	Total Restricted Fund	
		Beautiful People Fund	Beyond Champions Fund	Cirque Du Monde Fund	Educational Financial Assistance Fund	Employee Welfare Fund	Family Assistance Fund	Total Designated Fund						
		\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
	Bank charges	(4,608)	-	-	-	-	-	-	-	-	-	-	-	(4,608)
	Postage & courier	(3,711)	-	-	-	-	-	-	-	-	-	-	-	(3,711)
	Office supplies	(2,633)	-	-	-	-	-	-	-	-	-	-	-	(2,633)
	Office insurance	(1,616)	-	-	-	-	-	-	-	-	-	-	-	(1,616)
	Subscription fees	(193)	-	-	-	-	-	-	-	-	-	-	-	(193)
		(3,841,920)	(37,588)	(9,464)	(54,659)	(9,842)	(111,553)	(3,953,473)	-	-	(10,111)	(10,111)	(3,963,584)	(4,857,405)
	Governance cost													
	Audit fees	(19,767)	-	-	-	-	-	(19,767)	-	-	-	-	-	(19,767)
	Cost of governing board meeting	-	-	-	-	-	-	-	-	-	-	-	-	(70)
		(19,767)	-	-	-	-	-	(19,767)	-	-	-	-	(19,767)	(14,901)
	Other expenditure													
	Depreciation of plant and equipment	(51,788)	-	-	-	-	-	(51,788)	-	-	-	-	(51,788)	(102,070)
	Gain (loss) on disposal of plant and equipment	145	-	-	-	-	-	145	-	-	-	-	145	(344)
		(51,643)	-	-	-	-	-	(51,643)	-	-	-	-	(51,643)	(102,414)

5 – DETAILED STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED)

		2014											2013			
	General Fund	Unrestricted Funds										Total Funds	Total Funds			
		Designated Funds												Total Unrestricted Fund	Total Restricted Funds	
		Beautiful People Fund	Beyond Champions Fund	Cirque Du Monde Fund	Educational Financial Assistance Fund	Employee Welfare Fund	Family Assistance Fund	Total Designated Fund	Babes Teen Mom Crisis Service Fund	Bukit Ho Swee Family Service Fund	Care and Share Grant					Total Restricted Fund
	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
TOTAL EXPENDITURE	(4,146,806)	(37,588)	(9,464)	-	(54,659)	-	(9,842)	(111,553)	-	-	(10,111)	-	-	(10,111)	(4,268,470)	(5,198,883)
NET INCOME (EXPENDITURE)	92,990	26,914	6,958	-	6,620	-	(2,042)	38,450	-	-	131,440	-	-	151,289	282,729	(478,615)
Gross transfer between fund																
Utilisation of fund for programme	(134,532)	-	292	(292)	378	-	(378)	-	-	-	(134,532)	134,532	-	-	-	-
Transfer of surplus to related party	-	-	-	-	-	-	-	-	-	-	-	(328,421)	-	(328,421)	(328,421)	-
	(134,532)	-	292	(292)	378	-	(378)	-	-	-	(134,532)	134,532	(328,421)	(193,889)	(328,421)	-
Net movement in funds	(41,542)	26,914	7,250	(292)	6,998	-	(2,420)	38,450	-	-	(3,092)	134,532	(328,421)	151,289	(45,692)	(478,615)
Reconciliation of funds																
Total funds brought forward	1,718,243	234,813	752	292	100,483	88,843	30,554	455,737	88,843	88,843	2,173,980	(134,532)	328,421	-	2,367,869	2,846,484
Total funds carried forward	1,676,701	261,727	8,002	-	107,481	88,843	28,134	494,187	88,843	88,843	2,170,888	-	-	151,289	2,322,177	2,367,869

6 – PLANT AND EQUIPMENT

	Air conditioner	Computer	Equipment	Furniture & fittings	Leasehold improvement	Motor vehicle	Total
	\$	\$	\$	\$	\$	\$	\$
Cost							
At 1 January 2013	76,050	199,045	36,834	93,598	621,160	57,000	1,083,687
Additions	2,100	38,125	-	-	-	-	40,225
Disposals	(52,878)	(5,426)	(16,813)	(20,156)	(396,206)	-	(491,479)
At 31 December 2013	25,272	231,744	20,021	73,442	224,954	57,000	632,433
Additions	3,421	7,608	-	-	-	-	11,029
Disposals	(6,113)	-	(1,062)	-	-	-	(7,175)
At 31 December 2014	22,580	239,352	18,959	73,442	224,954	57,000	636,287
Accumulated depreciation							
At 1 January 2013	69,838	119,580	29,368	92,883	569,556	57,000	938,225
Charge for the financial year	3,153	45,239	3,620	179	49,879	-	102,070
Disposals	(52,559)	(5,425)	(16,807)	(20,140)	(396,204)	-	(491,135)
At 31 December 2013	20,432	159,394	16,181	72,922	223,231	57,000	549,160
Charge for the financial year	2,061	46,382	1,456	179	1,710	-	51,788
Disposals	(4,640)	-	(1,059)	-	-	-	(5,699)
At 31 December 2014	17,853	205,776	16,578	73,101	224,941	57,000	595,249
Net carrying amount							
At 31 December 2013	4,840	72,350	3,840	520	1,723	-	83,273
At 31 December 2014	4,727	33,576	2,381	341	13	-	41,038

7 – RECEIVABLES AND PREPAYMENTS

	2014	2013
	\$	\$
Prepayments	72,538	18,643
Related parties (Note 4)	57,163	60,322
Sundry receivables	51,925	9,990
Government funding receivables	15,621	56,062
Deposits	9,614	9,308
	206,861	154,325

8 – CASH AND CASH EQUIVALENTS

	2014	2013
	\$	\$
Cash at banks	2,538,881	2,662,439
Cash on hand	2,400	2,400
	2,541,281	2,664,839

Cash at banks are held in interest bearing current accounts and earns interest at a rate of 0.05% (2013: 0.05%) per annum for deposits up to \$250,000 (2013: \$200,000).

For the purpose of the statement of cash flows, cash and cash equivalents are comprised of the balances as shown above.

9 – PAYABLES

	2014	2013
	\$	\$
Accrued employee benefits	368,883	435,461
Accrued operating expenses	51,984	96,341
Government funding and donations received in advance	46,136	2,766
	467,003	534,568

10 – FUNDS ACCOUNTS BALANCES

(a) Beautiful People Fund

Beautiful People is a volunteer-driven programme where professional and skilled persons share their skills and spend time with female youths, through a mentoring relationship and various activities. Apart from youths in Beyond's membership, the programme also serves youths from other community organisations including family service centres, welfare homes and youth outreach organisations in Singapore.

Funds raised by the beautiful people are used to defray the costs of its programmes and activities. The administrative services provided by Society are pro bono.

(b) Cirque Du Monde Fund

This fund was set up for Cirque Du Monde project and related activity-based learning programmes for the youth. During the financial year, the balance was transferred to Beyond Champions Fund.

(c) Beyond Champions Fund

This fund defrays expenses for sports, arts and other activity-based experiential learning programmes that serve the purpose of positive youth development. The initial donations were from sports enthusiasts who believed in sports as a positive influence for children and youths.

(d) Educational Assistance Fund

Established to give monetary support to encourage children and youths to stay in school or pick up a skill after alternative sources of support such as SPME, bursaries/scholarships have been explored. Individuals and corporates contribute monetary gifts and donations.

(e) Employee Welfare Fund

Established by a donor to provide immediate short-term financial assistance specifically to Beyond's employee who is a breadwinner and caregiver, and his/her family to tide over the crisis which has arisen from a sudden serious illness or death of the employee. The aid can also be extended if financial hardship occurs because a child or spouse of an employee suffers from a serious illness and requires costly medical care.

(f) Family Assistance Fund

Donations received from the public designated for the purpose of helping the needy families.

(g) FSC Comcare Fund (“FCF”)

Established by the Ministry of Social and Family Development to support the Family Service Centre’s (“FSC”) role in helping needy Singaporeans. FCF provides immediate assistance to clients of FSC who require urgent and temporary financial relief to tide over their current situations. The fund was transferred to South Central Community Family Service Centre Limited as of 1 November 2013.

(h) FSC Discretionary Fund

This Fund is set up by Central Singapore Community Development Council to empower FSC with the flexibility to render immediate financial assistance to the needy. It provides interim help for needy clients with no financial support and who is under special circumstances pending for financial assistance from national schemes and who face financial difficulties e.g. elderly or people with disabilities who are not able to afford medical services. The fund was discontinued from 1 April 2013.

(i) School Pocket Money Fund (“SPMF”)

The SPMF is a charity fund-raising project organised by The Straits Times to heighten public awareness of the plight of children from low-income families who were attending school without proper breakfast or pocket money to sustain their day in school. The fund raised is distributed to all FSC through National Council of Social Services to benefit the eligible clients of FSCs. As of 1 January 2013, Beyond Social Services ceased the role as SPMF Disbursing Agency.

(j) Care and Share Grant

Integral to the SG50 Celebration, National Council of Social Service initiated the Care and Share movement – a national fund-raising and volunteerism movement. With the support from Government, eligible donations raised by Volunteer Welfare Organisations (“VWO”) from 1 December 2013 to 31 December 2016 is matched dollar-for-dollar to develop social service related VWOs and their programmes to better serve beneficiaries. VWOs can use the grant in four areas namely (i) capability building, (ii) capacity building, (iii) new programmes/enhancement/expansion of existing services and (iv) critical existing needs.

The grant quantum was enhanced in 2015. It was increased to 1.25 times matching for first \$1 million donations received followed by a dollar matched for next \$1 million. Overall matching by the Government is capped at \$2.25 million for the \$2 million raised by VWO within the qualifying period. The utilisation of grant expires on 31 December 2019.

(k) Bukit Ho Swee Family Service Centre (“FSC”)

FSC supports the well-being of families with dependent children; especially those from a socially disadvantaged background. We do this by facilitating their access to social services, financial and other resources; enhancing their ability to achieve economic success and strengthening their integration into their neighbourhoods or communities.

We also work proactively with other stakeholders in the community to bring about a network of support that protects such families from disintegrating and towards these families becoming active & contributing members of their communities.

The FSC service model includes Casework & Counselling where community workers help families reach a mutually satisfactory resolutions to the problems presented. If the specific needs of the families cannot be met by the FSC, they will be provided the necessary information & referrals to appropriate agencies through the Information & Referral service.

The programme was incorporated on 11 January 2013 as an independent organisation. It was known as Bukit Ho Swee Family Service Centre Ltd. The name was changed and it is now known as South Central Community Family Service Centre Ltd.

(l) Babes Teen Mom Crisis Service (“Babes”)

Babes is a teenage pregnancy crisis SMS helpline that exists to guide teenagers who are experiencing an unplanned pregnancy crisis by proactively providing information, support and community resources that nurture responsible decision making and behaviours with the involvement of their family group and their community.

The programme was incorporated on 31 May 2013 as an independent organisation. It is known as Babes Pregnancy Crisis Support Ltd.

Unless specifically indicated, fund balances are not represented by any specific accounts, but are represented by all assets and liabilities of the Society.

11 – INCOME TAX

The Society is a registered Charity under the Charities Act, Chapter 37 and its income is exempted from income tax.

12 – TAX EXEMPT RECEIPTS

The Society issued tax deduction receipts for donations received from voluntary income during the financial year amounting to \$3,081,770 (2013: \$2,802,375).

13 – SPONSORSHIPS-IN-KIND

The following items of sponsorships-in-kind received from the corporate donors are included in the statement of financial activities of the Society for financial year ended 31 December 2014.

No.	Item Description	Name of Donor	Amount Estimated By Donors (\$)
1	Milk Powder	Danone Dumex (Malaysia) Sdn. Bhd., Singapore Branch	36,378
2	Koorimo Ice Cream	Food Bank Singapore Limited	30,624
3	Food Ration Distribution	Amcor Flexibles Singapore Pte.Ltd.	20,000
4	Christmas Gifts	CapitaCommercial Trust	19,600
5	Personal Accident Insurance Cover (1 year) for lower income families	Asia Capital Reinsurance Group Pte.Ltd. & ERGO Insurance Pte.Ltd.	13,147
6	Food Ration Distribution	Prudential Services Singapore Pte.Ltd.	13,193
7	Festive Pack Distribution	The Boston Consulting Group Singapore	10,000
8	Christmas Gifts	HASBRO Singapore Pte.Ltd.	8,000
9	Festive Pack Distribution	GIC Private Limited	8,000
10	Popular Vouchers	Linde Gas Asia Pte.Ltd.	5,470
11	Mooncakes	Grand Mandarin Restaurant	5,400
12	Tickets to BNP Paribas WTA Finals Singapore & Castlewood Group Liverpool Masters	SportCares	5,235
13	YU Day Sponsorship	Traders Hotel, Singapore	5,000
14	Tickets to Chingay Parade 2014	People's Association	5,000
15	Food Ration Distribution	MFS Investment Management	5,000
16	Food Ration Distribution	Abogado Pte.Ltd.	4,875
17	Tickets to Cavalia & Bottles of Ribena	Fuji Xerox Singapore	4,160
18	Tickets to Opus 2 January 2014 World Tour	M1 Limited	3,380
19	Youth United Day Sponsorship	Republic Holdings	3,240
20	Food Ration Distribution	LinkedIn Singapore	3,000
21	Buggy	China Aviation Oil (Singapore) Corporation Ltd	2,699
22	Food Ration Distribution	Hewlett-Packard Singapore (Sales) Pte.Ltd.	2,500
23	Tickets to Lightseeker	Resort World Sentosa Singapore	2,256
24	Food Ration Distribution	Council for Private Education	2,100
25	Food Ration Distribution & KORNLY Carrier Bags	Australia and New Zealand Banking Group Limited	2,100
26	Household Items	Elsevier (Singapore) Pte.Ltd.	2,012
27	Food Ration Distribution	Kellogg Company	2,000
28	Food Ration Distribution	Ministry of Culture, Community and Youth	1,620
29	Food Ration Distribution	Salesforce.com Foundation	1,500

30	Mooncakes	Ya Kun International Pte.Ltd.	1,287
31	Tickets to a Fun Fair	Li Woon	1,000
32	Transformer Collectibles	Tuas Power Supply Pte.Ltd.	1,000
33	Movie Tickets & Popcorn Combos	SPRING Singapore	1,000
34	Tickets to Lightseeker	Baker & McKenzie.Wong & Leow	720
35	Tickets to Disney Live! Presents Three Classic Fairy Tales	Joanne Ho	440
36	Tickets to FirstAids 2014	Adele	300
37	NTUC Vouchers	You Yenn	140
38	Long John Silver's Food Vouchers	Zensho Food Singapore Pte.Ltd.	100
	TOTAL		233,476

The following items of sponsorships-in-kind received from the corporate donors are included in the statement of financial activities of the Society for financial year ended 31 December 2013.

No.	Item Description	Name of Donor	Amount Estimated By Donors (\$)
1	Youth United Day Celebration – Venue Sponsorship	Zouk Management Pte.Ltd.	81,775
2	Marigold UHT Milk & HL Milk Packet Drinks	Malaysia Dairy Industries Pte.Ltd.	28,750
3	Concert Tickets to Adam Lambert Performance	Hype Records	21,640
4	Festive gifts for Hari Raya and Deepavali	Staff of Government of Singapore Investment Corporation	18,960
5	Personal Accident Insurance Cover (1 year) for lower income families	Asia Capital Reinsurance Group Pte.Ltd. & SHC Insurance Pte.Ltd.	18,919
6	Food Packs	AIG Asia Pacific Insurance Pte.Ltd.	15,000
7	Foldable mattresses and BATA vouchers	Mr Sim Chong & friends	9,100
8	Festive Food Packs	Porcelain Pte.Ltd.	9,100
9	Formula One Entrance Tickets, Food Packs and Hampers for Lunar New Year	ANZ Singapore	6,770
10	Concert Tickets to Jack & The Bean Sprout! Performance	WILD RICE Ltd	3,750
11	Concert Tickets to The Script Performance	Singapore Sports Council	3,304
12	Concert Tickets to Light Seeker Musical Performance	Resorts World at Sentosa Pte.Ltd.	2,400
13	HTC Phones Model Radar C110e	High Tech Computer Singapore Pte.Ltd.	2,135
14	Youth United Day Celebration - Sponsorship of Hot Dog & Mineral water	Traders Hotel Singapore	1,500
15	Foldable mattresses	Staff of Singapore Polytechnic	980
	TOTAL		224,083

14 – COMMITMENTS

(a) Operating lease commitments

The Society has entered into operating leases on the photocopier machines.

Rental expenses for premises and photocopier machines for the Society recognised in the statement of financial activities for the financial year amounted to \$37,723 and \$12,061 (2013: \$169,164 and \$14,548) respectively. Future minimum lease payments payable under non-cancellable operating leases for photocopier machines as of 31 December are as follows:

	2014	2013
	\$	\$

Within one financial year	11,760	11,270
Within two to five financial years	35,459	45,530
	47,219	56,800

Rental of premises may be terminated by either lessee or lessor without assigning any reason therefore on giving to the other notice in writing. The Society has no intention to terminate the abovementioned leases for the next subsequent year.

The lease agreements do not contain any contingent rent payments.

(b) Capital commitments

In November 2014, the Society has entered into a commitment to enhance its productivity through a management information system - an integrated customer relation management information system ("CRM") holistic for all information of beneficiaries, volunteers and donors/sponsors amounting to \$252,199 and is expected to be completed by end of the following financial year.

It will be utilised to achieve the following productivity outcomes:

- (i) keep in touch with service-users until they are 25 years old.
- (ii) input and track needs of community and mobilise resources effectively, efficiently and timely.
- (iii) greater synergy in reaching out to beneficiaries, volunteers and donors.
- (iv) mobilise strengths of community to help fellow members in the community.

At the end of the reporting period, the Society has incurred \$47,856 for the abovementioned commitment.

15 – CONTINGENT ASSETS

The Society is eligible for the \$2.25 million care and share grant issued by the Government.

As at the end of the financial year, the Society has a contingent asset amounting to \$415,414. The recognition is based on the grant matching criteria and quantum.

The Society has raised donations eligible for care and share grant up to \$593,449 for the period from 1 December 2013 to 31 May 2014 for the 1st matching period. Out of which, a disbursement amounting to \$178,035 was received from NCSS on 29 October 2014 and \$161,400 is recognised under income.

16 – MANAGEMENT OF RESERVES

The Society regards its unrestricted general fund as its reserves.

The reserve policy envisions our reserves to be maintained at least one year of operating expenses to ensure that services can continue to function during lean years. Fund raising income usually reduces during periods when the economy is not doing well but it is also during these periods that beneficiaries need help the most.

Net cash resources of the Society are as follows:

	<u>2014</u>	<u>2013</u>
	\$	\$
Cash and cash equivalents (Note 8)	2,541,281	2,664,839
Receivables (excluding prepayments) (Note 7)	134,323	135,682
Payables (Note 9)	(467,003)	(534,568)
	2,208,601	2,265,953

The Society's overall approach to management of reserves remains unchanged from the previous financial year.

The Society is not subject to any externally imposed reserve requirement.

12

GOVERNANCE

GOVERNANCE OVERVIEW

Compliance

We comply with the following:

- Charities Act
- Charities (Accounts and Annual Report) Regulations
- Charities (Fund-Raising Appeals for Local and Foreign Charitable Purposes) Regulations 2012 and
- Charities (Registration of Charities) Regulations

The Code of Governance for Charities and Institutions of a Public Character was issued by the The Charity Council on 19 Jan 2011. It requires the compliance checklist below to be listed in the Annual Report.

S/No.	Code Description	Code ID	Compliance	Explanation (If the Code guideline is not complied to or not applicable)
BOARD GOVERNANCE				
1	Are there Board members holding staff appointments? Remarks: (Skip questions 2 and 3 if "No")		No	
2	If the governing instrument permits staff to become Board members, they should comprise not more than one-third of the Board.	1.1.2		
3	Staff does not chair the Board.	1.1.2	Complied	
4	There is a maximum term limit of four consecutive years for the Treasurer position (or equivalent, e.g. Finance Committee Chairman).	1.1.6	Complied	Honorary Treasurer holds the same office for four (4) consecutive years only.
5	There are Board committees (or designated Board members) with documented terms of reference.	1.2.1	Complied	10 Board committees namely <ul style="list-style-type: none"> - Audit; - Appointment and Nomination; - Finance and Administration; - Fund-raising; - Human Resource; - Information Technology; - Programmes and Services; - Healthy Start Child Development Centre Management Committee; - Beautiful People; and - Volunteers
6	The Board meets regularly with a quorum of at least one-third or at least three members, whichever is greater (or as required by the governing instrument).	1.3.1	Complied	Board meets quarterly.
CONFLICT OF INTEREST				
7	There are documented procedures for Board members and staff to declare actual or potential conflicts of interest to the Board.	2.1	Complied	Conflict of interest policy is in place. Board members, committee chairpersons and key staff members sign the declaration annually.
8	Board members do not vote or participate in decision-making on matters where they have a conflict of interest.	2.4	Complied	

S/No.	Code Description	Code ID	Compliance	Explanation (If the Code guideline is not complied to or not applicable)
STRATEGIC PLANNING				
9	The Board reviews and approves the vision and mission of the charity. They are documented and communicated to its members and the public.	3.1.1	Complied	
10	The Board approves and reviews a strategic plan for the charity to ensure that the activities are in line with its objectives.	3.2.2	Complied	
HUMAN RESOURCE MANAGEMENT				
11	The Board approves documented human resource policies for staff.	5.1	Complied	
12	There are systems for regular supervision, appraisal and professional development of staff.	5.6	Complied	
FINANCIAL MANAGEMENT AND CONTROLS				
13	The Board ensures internal control systems for financial matters are in place with documented procedures.	6.1.2	Complied	An internal auditor (Shared Services for Charities) was appointed to independently review of our processes and controls for Years 2012 and 2013 and their recommendations were implemented.
14	The Board ensures reviews on the charity's controls, processes, key programmes and events.	6.1.3	Complied	
15	The Board approves an annual budget for the charity's plans and regularly monitors its expenditure.	6.2.1	Complied	
16	The charity discloses its reserves policy in the annual report.	6.4.1	Complied	Beyond aims to build an operating reserve of 1 year.
17	Does the charity invest its reserves? Remarks: (Skip question 18 if "No")		No	
18	The charity invests its reserves in accordance with an investment policy approved by the Board. It obtains advice from qualified professional advisors, if deemed necessary by the Board.	6.4.3		
FUNDRAISING PRACTICES				
19	Donations collected are properly recorded and promptly deposited by the charity.	7.2.2	Complied	

S/No.	Code Description	Code ID	Compliance	Explanation (If the Code guideline is not complied to or not applicable)
DISCLOSURE AND TRANSPARENCY				
20	The charity makes available to its stakeholders an annual report that includes information on its programmes, activities, audited financial statements, Board members and executive management.	8.1	Complied	
21	Are Board members remunerated for their Board services? Remarks: (Skip questions 22 and 23 if "No")		No	Volunteers contribute their time and services pro bono.
22	No Board member is involved in setting his or her own remuneration.	2.2		
23	The charity discloses the exact remuneration and benefits received by each Board member in the annual report.	8.2		
24	Does the charity employ paid staff? Remarks: (Skip questions 25 and 26 if "No")		Yes	
25	No staff is involved in setting his or her own remuneration.	2.2	Complied	Human Resource Committee (HRC) guides in all matters relating to human resource and reports to Board directly.
26	The charity discloses in its annual report the annual remuneration of its three highest paid staff who each receives remuneration exceeding \$100,000, in bands of \$100,000. If none of its top three highest paid staff receives more than \$100,000 in annual remuneration each, the charity discloses this fact.	8.3	Complied	
PUBLIC IMAGE				
27	The charity accurately portrays its image to its members, donors and the public.	9.1	Complied	

Information on Identity

Beyond Social Services (BSS) is a charity governed by a constitution. We were registered as a society with the Registry of Societies on 7 February 1987. Our UEN Number is S87SS0025J. Prior to our registration, we existed as the Bukit Ho Swee Community Service Project since August 1969. The project was a cooperative effort among some religious groups, service clubs and individuals. In 1976, we came under the umbrella of the Franciscan Missionaries of Mary.

On 19 September 1988, the Inland Revenue Authority of Singapore granted us the status of an Institute of Public Character (IPC). An IPC is empowered to issue tax deduction receipts for donations received on behalf of the tax authority. Our IPC registration number is IPC000355 and its current validity is for the period 1 July 2013 to 30 June 2016. The Ministry of Social and Family Development is our Sector Administrator.

We have been registered as a full member of the National Council of Social Service since 3 August 1987.

Contact Details	Telephone	Email	Website	Fax
	6375 2940	ged@beyond.org.sg (Executive Director's Email)	www.beyond.org.sg	6274 0633

Audit History and Routine

Annual walkthrough audits of systems and processes are conducted for the purpose of statutory audits. Additional audits are carried out to ensure checks and balances. Below is a list of the audits carried out in recent years:

S/No	Auditor	Nature of Audit	Period of Audit	Outcome
a	BSS' statutory auditor, Helmi Talib & Co	Annual Walkthrough Audit	1 Jan to 31 Dec 2009	Audit report issued by Helmi Talib & Co.
b	BSS' statutory auditor, Helmi Talib & Co	Annual Walkthrough Audit	1 Jan to 31 Dec 2010	Same as (a).
c	MSF appointed auditor, RSM Chio Lim LLP	Governance Review	1 Apr 2009 to 31 Jul 2010	1) Score of 92% (Good) for level of corporate governance. 2) Good internal control systems 7 LOW graded findings.
d	BSS' statutory auditor, Helmi Talib & Co	Annual Walkthrough Audit	1 Jan to 31 Dec 2011	Same as (a).
e	BSS' statutory auditor, Helmi Talib & Co	Annual Walkthrough Audit	1 Jan to 31 Dec 2012	Same as (a).
f	BSS' appointed internal auditor, Shared Services for Charities	Internal Audit on procurement, payment and expenses	1 Nov 2011 to 31 Oct 2012	4 observations- 3 Medium and 1 Low priority.
g	BSS' appointed internal auditor, Shared Services for Charities	Internal Audit on payroll and receipts-government subvention and donation management procedures	1 May 2012 to 30 Apr 2013	12 observations- 2 High, 9 Medium and 1 Low priority.
h	BSS' statutory auditor, Helmi Talib & Co	Annual Walkthrough Audit	1 Jan to 31 Dec 2013	Same as (a).

Overview of System

After every audit, a report is issued by the auditor to the Board of Management. It grades the 'performance' of the organization, highlighting the areas audited, listing the observations made by the auditor, areas to improve and areas of weakness. The overview focuses on three areas namely Governance, Internal Control and Compliance.

Governance

We defer to the Code of Governance for charities and IPCs issued by the Charity Council on 19 Jan 2011.

(a) Board of Management (Board)

BSS is governed by a constitution with 13 members forming the Board. All members are non-executive members. They are volunteers who contribute their expertise on a pro bono basis.

Board members are identified through the personal and professional networks of existing members, our volunteer pool and through the Board Match programme of the Centre for Non-Profit Leadership (CNPL). They are elected at the Annual General Meeting for a term of 1 year. Staff does not sit in the Board.

(b) Board Committees

Board Committees are set up to assist the Board with the oversight of key governance and management functions. The Board Committee is usually chaired by a Board member and its members are volunteers.

The Board Committees are as follows:

- 1) Audit
- 2) Appointment and Nomination
- 3) Finance and Admin
- 4) Human Resource
- 5) Fund-raising
- 6) Programme and Services, supported by
 - (a) Beautiful People
 - (b) Healthy Start Child Development Centre
 - (c) Info Tech
- 7) Volunteer Management Committee

(c) Procedures

BSS has put in place the following procedures which are documented in briefs or manuals. Oversight for compliance is monitored by the respective Board Committees.

- 1) Declaration of conflict of interest
- 2) Donations and donations In-kind
- 3) Finance and Payments
- 4) Fund-raising
- 5) Haze Handling
- 6) Healthy Start Child Development Centre Operations
- 7) Human Resource and Payroll
- 8) Info-Communication Technology
- 9) Public Relations
- 10) Purchasing
- 11) Related party transaction
- 12) Volunteer Management

Work-in-progress included the Personal Data Protection Act manual and a whistleblowing procedure. Staff has direct access to Board members.

Action taken on Key Audit areas:

S/No	Key Audit areas	Follow-up actions
1)	Enhancement to Board succession planning and Board meeting processes	Several candidates from CNPL Board match accepted roles in the main Board and Board Committees.
2)	Policies and procedures on managing BSS' public image be formalized	Manual was developed.

Internal Control

Processes namely purchasing, human resource including, revenue and receipts, related party transactions and financial reporting for purposes of checks and balances to safeguard resources of the organization.

Key Audit areas to follow up:

S/No	Key Audit areas	Follow-up actions
1)	Subsequent updates to existing HR policies and procedures were not approved by HRC.	We ensured that all enhancements and updates to the procedures were approved by respective Committees.
2)	Checks against manpower budget are not evidenced.	We ensured compliance of process and updated manual.
3)	Monitoring of staff's obligation after attending external training should be enhanced.	
4)	Every page of employment contract should be initialed by employee.	
5)	Inadequate segregation of duties for the Assistant Director of Finance and Admin resulting in incompatible duties.	We rectified and ensured duties are clearly segregated.
6)	Declaration of Conflict of Interest should be implemented in purchasing process	Procedures were enhanced to include declaration of conflict of interests by the Evaluation team for purchases exceed \$20,000. We do due diligence checks with ACRA records for the recommended supplier.
7)	Waiver of quotations should be formally documented.	Process enhanced and manual updated.
8)	Requirement to perform periodic review of policies and procedures should be formally documents	
9)	Donation in-kind accountability affected by system limitations	Process enhanced and manual updated. Immediate actions taken to rectify. A new module to address the system limitations will be rolled out in 3rd Quarter, 2015.
10)	HR procedures in manual not aligned with actual process.	HR manual reviewed and updated. Processes and procedures were streamlined and made clearer.
11)	System access rights to various applications to be reviewed and updated to ensure appropriate access is assigned.	Access rights for different roles in the various applications reviewed and rectified. Manual is updated. A specialist volunteer will assist to enhance the manual in 2 nd Quarter, 2015. A 'cold-eye' audit is planned for 3 rd Quarter, 2015.
12)	Cash collection at Healthy Start Child Development Centre (HS CDC) deposited on monthly basis	Frequency of banking-in increased to twice a month (15 th and 29 th of the month). Small amount less than \$100 as most parents have opted to have payments deducted electronically from the children's Child Development Account.
13)	HS CDC operating procedures manual did not include specific rules regarding monthly reporting to MSF.	Manual updated and reviewed periodically.

Key Audit areas followed up:

S/No	Key Audit areas	Follow-up actions
1)	<p>Charities (IPC) Regulations</p> <p>(a) Regulation 9(3)(b)-Tax deductible receipts to make reference to Charities Unit, MSF instead of NCSS</p> <p>(b) Regulation 18-Conflict of interest policy not disclosed in annual report.</p> <p>(c) Regulation 17(1)(b)-Related party transactions not disclosed in financial statement.</p> <p>(d) Regulation 17(2)-Total amount of sponsorships in cash and in-kind was not disclosed in financial statement.</p>	<p>We ensured the regulations and disclosure in annual report and financial statements were complied with henceforth.</p>

BSS strives to be a well governed and well managed charity. We abide by the rules and regulations, uphold the code of governance and manage resources entrusted to us prudently and diligently. We also voluntarily subject ourselves to rigorous internal and external audits regularly.