

THE WONDERFUL ADVENTURE

with **LCSS**



**ANNUAL
REPORT
2018/19**



Life Community Services Society

5 Stadium Walk, #04-04/07
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**Names in stories have been changed to protect identities.*

Abstract

Sonder, the feeling of realising that everyone, including the strangers passed in the street, has a life as complex as one's own, that each person has their own world fitted with their personal worries, pains, pleasures, ambitions and routines.

Such is each child and youth that we serve in Life Community Services Society (LCSS). Every one of them has a story. This annual report serves not to just provide information on what LCSS has done over 2018/19, but also a platform to share the stories of some of our beneficiaries. As you learn about LCSS and what we do, take some time to read through the stories and may they bring a little **sonder** to you.



Chairman's MESSAGE

2018/19 has truly been a fruitful year of giving back. The heart of LCSS has always been to mentor and develop our children holistically, with care and wisdom, believing that one day they will be able to contribute meaningfully back to the community, at their own time, in their own way.

We have seen this come to pass during our Christmas Extravaganza held at Ling Kwang Home. Our children spent time engaging seniors with mobility difficulties, through a talented showcase of performances and interactive activities such as arts and crafts, bringing much festive joy to the hearts of the seniors.

In the coming year, we hope to initiate deeper and more extensive collaboration with our partners. Unity is strength and together, we can complement each other's strengths and touch more lives.

One example is to expand our corporate partnership arrangements, to champion the cause of LCSS in a more sustained manner. This way, our children and families can benefit from a diverse and varied pool of resources in the long run.

The world is constantly evolving and we are keeping abreast of the changing trends. With the rise of digitalisation, LCSS has been and will continue leveraging online platforms and various technologies to activate and mobilise donors and volunteers. In the past year, we have partnered with Singtel Dash, PayNow, FavePay, and Giving.sg to make giving more convenient and accessible for all.

Finally, we have pieced together this year's annual report differently to bring across more information and stories of our beneficiaries' lives that have been changed because of your generous support.

We hope that you will come to experience a deeper understanding of their transformation, and that you will share them around to encourage and inspire others as well.

Sincerely on behalf of LCSS, I would like to thank all our donors, partners, volunteers, stakeholders, staff and Board members of LCSS for your continued support towards our cause. We look forward to connecting and doing more with you in the coming year, to touch the lives of our children and families in Singapore.

Thank you, and may God bless you and your family.

**Chairman
Nicholas Goh**



Ceo's MESSAGE

Living in the backdrop of a prosperous country like Singapore where parents are well-known for focusing much of their efforts on their children's future, including spending big monies on tuition, the pressure of catching up faced by low-income families can be magnified many times over. Would their children ultimately be left behind?

This widening social income gap often results in social ills. Monetary issues aside, other problems including/not limited to academic and relationship stress, cyberbullying and self-harm can be present in the lives of our children and youth, regardless of their families' financial backgrounds. Holistic development from a young age is essential for our generation to grow up resilient with solid values, good character, empathy and care for others.

The value proposition of LCSS is to extend a helping hand to our young clients, supporting them as they walk through a difficult phase of their lives, giving them a caring and loving environment that sometimes may not exist naturally.

In 2018/19, we serve a total 1470 children, youth and their families, and continue to deepen the work that we do through our five core programmes with the aim of strengthening the quality of care for the children and youth we serve. A total of 501 activities

were conducted, an increase of 95% compared to FY17/18. To the extent we are able to train and empower our volunteers, we will be able to scale up our efforts to reach out to more children in our community in a more sustainable way, which is why volunteers are truly a strategic force for Life Community.

We are always grateful and amazed by the amount of energy and creativity present in our volunteer engagement sessions – they were often filled with inspiring stories of how children's lives are lifted because someone cared for them. In view of this, we took time to evaluate and improve our volunteer training programs and engagement tools, such as piloting the use of a volunteer management system to help us better manage our communication processes. Not only does Life Community focus on building from within our organisation, we have also participated in sector-wide activities and events organised by National Council of Social Services to share our thoughts and experiences, and to learn alongside other agencies involved in volunteer development work. All in, we are in a stronger position with a staff strength of 91, and a pool of 101 regular service-based volunteers (befrienders/mentors).

Research has shown that experiences in a child's early years can significantly influence his/her physical, cognitive and social development, and these have an impact on his/her lifelong outcomes. We are pleased to report that LCSS is part of the KidSTART team to deliver a programme that addresses this. Presently, 179 children, aged 1-3, across 7 locations are participating in this. Life Community also organised a first of its kind Family Fun Day attended by 364 children and families with support from Active SG and ECDA (Early Childhood Development Agency) on 5 Aug 2018.

Step by step, little by little, we make a difference in the lives of the children and youth, and their families, through the various activities and intervention sessions that we carry out throughout the year. And for every endeavour, whether an activity for the children, or a publication to share like our AGM report, we try to be more innovative and creative to inject more fun and energy. We hope you like the way we have formatted the report this year, SONDER. Enjoy.

To God be the Glory!

**CEO
Lam Moi Kwai**



THE Story Of Zara



Many Helping Hands

9-year-old Zara lives in a small rental flat with her parents and two younger siblings. The daily routine for her is to spend her afternoons at the playground until dinner time. It was also there, in July 2017, where she first learnt about MightyKFC through a classmate who had visited the centre previously and wanted Zara to come along. The friend promised Zara plenty of fun. Curious, Zara decided to join her classmate that day. When Zara entered the centre, she was fascinated by the artistic mural wall at the cafe area, the fragrant waft of freshly baked cakes and the laughter that abounded. She decided to stay.

Zara joined MightyKFC and participated in activities she previously did not have a chance to, such as going for excursions and joining hip-hop dance lessons. She also fell in love with the collection of books at the centre's library which stirred her love for reading. Over time, Zara warmed up and responded well to mentoring sessions.

A month later, her father was involved in an accident and lost his job. On hearing about his situation, MightyKFC's staff connected him to a career coach. The staff also assisted Zara's family to renew their ComCare application, which provided the family

with additional financial support. MightyKFC also provided food rations to Zara's family on a periodical basis. Her father found employment after some months of job searching. At the same time, her mother received support in parenting skills as she attended the *KidSTART Group Sessions with Zara's younger sister. With encouragement and affirmation from her facilitator, Zara's mother consistently applied the strategies she picked up in engaging her children. Today, her mother gives back by sharing with new parents on the positive experiences and changes in her children and family.

As for Zara, she has transformed from being shy and reserved into a person confident of showcasing her abilities. She performed, as part of a hip-hop team, at LCSS' Christmas Extravaganza and brought cheer to the elderly at Ling Kwang Home. This was something she never thought she would achieve. Today, she also gives back to her peers by using her love for reading to help other children to improve their language skills and reading abilities.

* Please refer to page 11 for more details on KidSTART.

MightyKids, Families & Community



About

Serve and mentor the community children and youth; affirming and nurturing them within a loving and learning environment. Our focus is on building their Character, Competency and Connection through creative and enriching activities.



135

Beneficiaries Benefited



201

Volunteers Engaged



57

Activities Conducted



Telok Blangah Rise

Outcomes

68% improved in self-efficacy, pro-social skills and positive character traits.

Findings based on 50 children

THE Story Of Hugo

Reaching Out

Due to his mother's drug consumption habits and his father's incarceration, Hugo* has never experienced the love and care of his parents. Instead, he was placed under the care of a babysitter. Through his parents' repeated incarcerations, Hugo stayed with his babysitter's family, forming a close relationship with them to the extent of calling his babysitter "Mama" and her husband "Papa".

When Hugo was 8 years old, his father was released but did not take over the caregiving role from Hugo's babysitter. Hugo's father secretly remarried in Malaysia, unequivocally washing his hands off providing and caring for Hugo.

Fortunately, when Hugo's mother was released from her 3rd incarceration in May 2017, she resolved to not return to her drug consumption habits. Hugo's mother found a job and also connected with Hugo, making an effort to visit Hugo during the weekends and calling him at least once a day. Her relationship with Hugo progressed quickly.

Hugo joined LCSS's Friends of Children and Youth (FOCY) programme in February 2018. A caseworker visits Hugo, providing him with care and emotional support. Over the period of building rapport, the caseworker established a trusting relationship with Hugo. In addition, the caseworker was able to impart core values such as love, kindness and self-control to him.

Besides receiving emotional support, Hugo also attended a year-long leadership programme. Through experiential learning and progressive training, Hugo learnt that leadership begins with the self and was taught essential skills like effective communication, time management and teamwork.

Hugo was also provided with an opportunity to perform during LCSS's annual Charity Golf fundraising event. Not only did Hugo help to choreograph some of the dance moves, he also guided his fellow performers through the steps. Hugo became a member of the Dance Interest Group where sessions are conducted by a professional dance instructor. Through improving his dance skills and by providing Hugo with the opportunities to perform, Hugo grew in confidence and self-esteem.

FOCY also engaged a professional tutor to help provide Hugo with academic support for Mathematics. In a few months, Hugo's tutor was able to help improve Hugo's results for Mathematics by about 16% from SA1 to SA2 in 2018.

With continuous guidance and support, Hugo believes that he can do well for his PSLE this year. FOCY is in the midst of looking for a suitable befriender for Hugo to play the role of a mentor and friend to Hugo while continuing to walk hand in hand with Hugo and the family to provide holistic support in whatever way possible.

Friends of Children & Youth



About

Friends of children

Provide care and support for children (7-13yrs) with parent/s presently/formerly incarcerated.

This is done through Social, Physical, Emotional, Educational and Dollars intervention. (S.P.E.E.D)

Friends of youth:

Befriend and mentor youths (12-19yrs) with parent/s presently/ formerly incarcerated.

This is achieved by harnessing their energy and talent into positive outcomes through Social, Physical, Relational, Emotional, Academic and Dollars intervention. (S.P.R.E.A.D)



646

Beneficiaries Benefited



125

Volunteers Engaged



104

Activities Conducted



Island-wide

Outcomes

76% improved in emotional management, interpersonal relationships, problem solving, decision-making skills

70% increase in self-efficacy, pro-social skills, positive traits

Findings based on 369 children

THE Story Of Jasper



A Life Transformed



Jasper was affected by multiple behavioural issues. He often played truant, refused to go home, and even showed signs of internet addiction. As a result, he failed the PSLE on his first attempt. Jasper's parents were also unable to make ends meet due to their irregular income.

Jasper joined the EduGrow programme in 2018. A youth worker stepped in to help Jasper manage his internet addiction, while EduGrow provided a volunteer mentor to Jasper to provide role modelling and emotional guidance. When we found out that the school was providing bus transport, the mentor took the opportunity to help Jasper appreciate and be thankful for such support. With the help of his youth worker and mentor, Jasper was also encouraged to participate in community activities to help develop his skills and interests.

It took dedication and effort from various community partners, such as EduGrow and the Family Service Centre, together with Jasper's school, and the volunteer mentors to work together to motivate and guide Jasper in the right direction. Jasper passed the PSLE on his second try.

Acts of truancy and staying out late are now a thing of the past. Jasper is active in school and has learnt to meaningfully divert his energy to sports. Jasper continues to receive guidance and support from his volunteer mentor. The relationship they share continues to help Jasper as he transits into secondary school and the next phase of life as a youth.

EduGrow for Brighter Tomorrows



About

Strengthen social mobility of children from low income families by adopting a relational approach where community mentors are matched to the children, supporting their aspirational, character, educational, financial and relational growth. This is a joint project with WeCare@MarineParade.



56

Beneficiaries Benefited



50

Volunteers Engaged



32

Activities Conducted



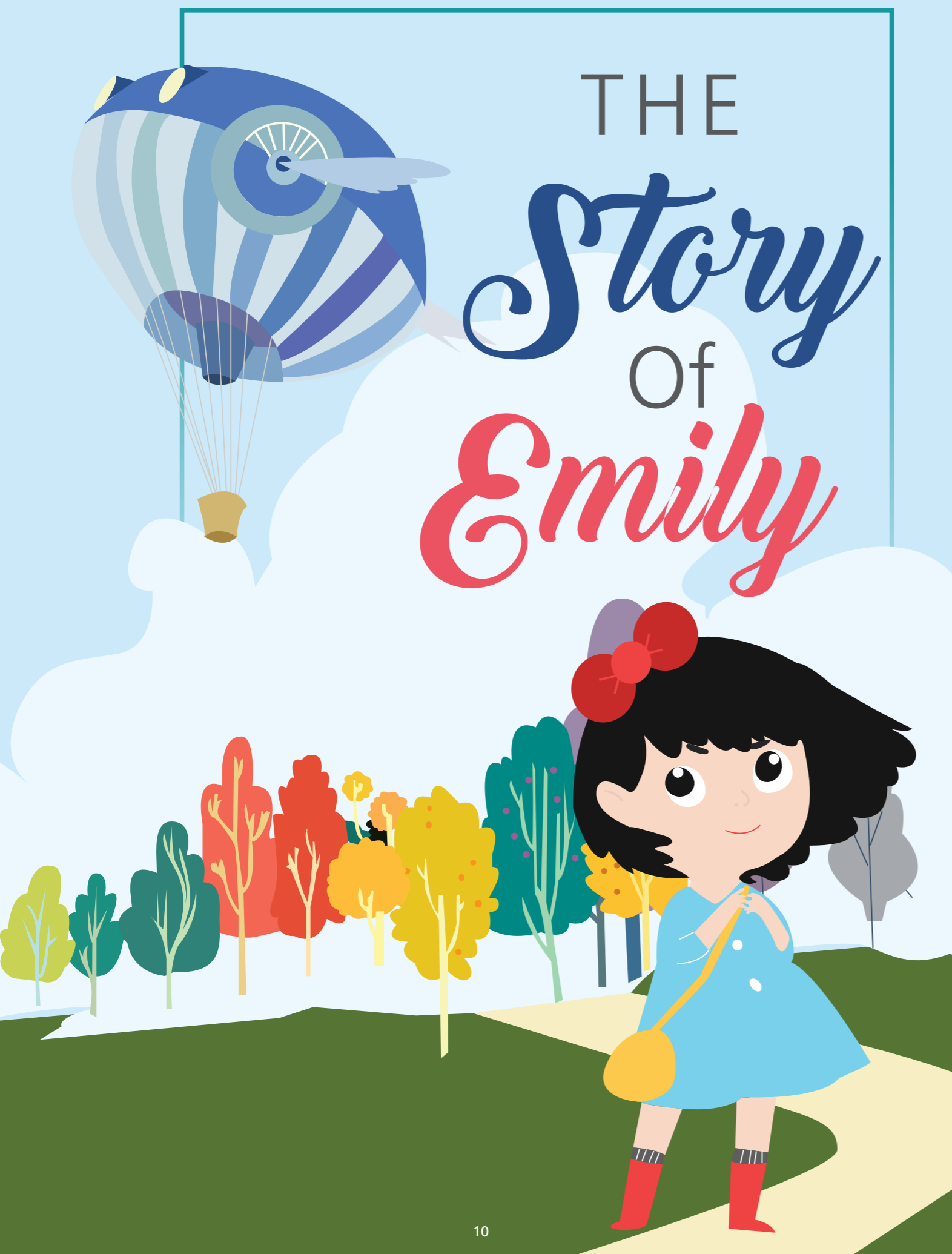
Marine Parade

Outcomes

63% maintained positive character traits (e.g. resilience, conscientiousness)

53% established and maintained positive relationships

Findings based on 49 children



THE Story Of Emily

Tell me, and I will listen. Teach me, and I'll remember. Involve me, and I will learn

Emily was 3 years old when she first attended KidSTART Group Sessions. She was shy, self-conscious and hardly spoke a word around others. Her parents worked daily to support the family and her grandmother was her main caregiver who would accompany her to weekly KidSTART Group Sessions.

Emily would play by herself on the playmats, she hardly smiled and looked a little frightened of her new environment. Her grandmother often stood in the corner and observed her granddaughter play.

During one session where parents engaged children through dough play, Emily's grandmother took everyone by surprise when she sat down beside Emily and started to teach her creative ways to make a curry puff. Emily's eyes shone, and she started telling everyone how she had made a curry puff!

This was a breakthrough! It was the first time her grandmother had engaged with Emily in KidSTART

Group Session. It was also the first time anyone heard Emily speak to share her thoughts and smile so brightly.

Ever since that day, Emily started engaging with the KidSTART Group Team and her new friends actively, showing them her drawings and crafts. She would laugh and express herself more confidently. Her grandmother also started to speak and affirm Emily more positively.

Learning might start from weekly KidSTART Groups, but it can only become a lifestyle change-an Everyday-through the belief and effort of each parent. Their relationship has blossomed. Her grandmother has grasped the importance of positive interactions with her grandchild and Emily has developed trust and confidence in herself through her grandmother's encouragement.

KidSTART



About

KidSTART is a pilot programme led by the Early Childhood Development Agency (ECDA) to enable children from low-income families to have a good start in life. Under KidSTART, ECDA will provide new forms of support for child development, coordinate and strengthen holistic services for families where needed, and monitor the developmental progress of children from birth onwards.

LCSS steers coordination work for one of the key programme components, KidSTART Groups, for children aged 1-3 and their caregivers. KidSTART Groups are weekly community-based sessions led by trained facilitators and are aimed at enhancing parent-child interactions and child development outcomes. These are based on the Supported Playgroups concept, in which structured and regular group-based sessions support parent-child pairs in relating with one another.

Our role is to conduct initial outreach to families and also provide support to facilitators and families on the ground as well as at parent experiential and family excursions.



179
Beneficiaries Benefited



63
Volunteers Engaged



198
Sessions Managed



Kreta Ayer, Bukit Merah,
Geylang Serai

THE Story Of Athrun



Progressing from Anger to Gratitude

"When I was in Primary 1, I had anger management issues. When things didn't go my way, I would vent my anger out on everyone else by hiding under the tables, kicking the furniture around me or just make a lot of noise by screaming and shouting. I can safely say that I was one of the 'regular' students that visited the counsellor.

Despite the countless number of times the teachers had told to control my emotions, nothing seemed to go inside my head. Moving forward into Primary 3 & 4, I was still throwing tantrums. My teachers did not give up and continued to do their best to get the message to me that I had to grow up and be more mature.

In Primary 5 and 6, I moved into Ms Phaedra's class. She cared greatly for her students and was

instrumental in making Life Student Care what it is today. Without her, we would not be playing captain's ball and competing against students from other student care centres.

I admired her for taking care of the class. Because of the constant support from all the teachers in student care, I became better and a more obedient boy.

Not only did Life Student Care help me mature and grow up, I also got to make more friends. My sister, her friends and I showed our gratitude by planning and executing a programme during the March holidays. I could not have progressed so much without my teachers. I am extremely thankful towards them for guiding me to be who I am today"

Athrun, Student from Life Student Care

Life Student Care



About

Provide quality student care services to primary school children by focusing on the total development of the child in a safe and caring environment. This is done through a holistic Social, Physical, Intellectual, Creative, Emotional and Spiritual (moral) programme. (S.P.I.C.E.S.)



454

Beneficiaries Benefited



913

Volunteers Engaged



110

Activities Conducted



Hougang, Sengkang,
Yishun, Pasir Ris

The *Journey* of a Volunteer

“My mentoring journey began four years ago when I first met my mentee. At the time, she was in her second year of kindergarten and was a very shy and quiet child. Initially we spent most of the time in our mentoring sessions on her hobby – drawing. She would also tell me what she did in her kindergarten classes.

One day, she included me in a drawing as part of her family members. This really warmed my heart, and from then on, we became more like buddies enjoying the activities that she loved doing.

When my mentee started primary school, she had trouble reading. With the help of her school and through her weekly reading practice with me, she finally overcame her difficulties. She worked very hard and carried a motto – “I can do it” – to motivate herself and persevere. Today, she still continues to read as much as possible and this has helped her greatly in her spelling skills. I am very proud of her and it is an encouragement for me to continue this very fulfilling and meaningful mentoring journey with her.

Whenever my mentee faces issues at school, we make it a point to talk about them. For example, I discovered that she did not participate in any

co-curricular activities and was not interested in the activities offered by her school. Eventually, I approached EduGrow for help and she now attends swimming lessons organised by EduGrow. In fact, She enjoys them very much and is open to suggestions. She patiently listens to advice and showcases her maturity and responsibility.

In my mentoring journey with my mentee, I hope to continue to guide her. I wish to encourage and allow her to aspire and grow into a mature and responsible person who is able to persevere and overcome challenges.

Her parents are busy and work around the clock to support the family. They may not be able to be there for her as much as she might hope for. I hope to help her to be independent and take ownership of her education and her wellbeing.”

Tan Seok Cheng, EduGrow Mentor since 2016



Vision
Outreach to the Community

Mission
To empower children and families through care and mentoring

About Us 

Life Community Services Society (LCSS) is a charitable organisation and a member of the National Council of Social Service (NCSS).

Established in 1996, we are currently serving over 1,400 children and families from low-income and dysfunctional backgrounds through five programmes.

Our programmes focus on preventive measures and mentoring, to reduce possible problems such as crime and drug abuse, poor academic, physical, social and mental health due to multiple stressors in their daily lives.

Our programmes aim to help our beneficiaries develop essential life skills such as strong resilience, good character traits and moral values, and competence to reach their fullest potential in life.

Charity Registration Number : 01545
Unique Entity Number : S96SS0100H
Registered Address : 5 Stadium Walk #04-04/07
Kallang Leisure Park Singapore 397693

At a Glance



Board Members:



Mr Nicholas Goh Cher Shuie
Chairman



Mr Shaun Tan Zhonghao
Vice Chairman



Dr Tan Kok Beng
Founder of LCSS,
Council Member



Mr Goh Kng Yan
Emeritus Chairman,
Honorary Assistant
Treasurer



Mr Seow Kiat Wang
Honorary Secretary



Dr Gilbert Tan Yip Wei
Honorary Treasurer



Ms Ng Mi Li
Council Member

Appreciation & Homecoming



Date : Saturday 14 April 2018

Location : Singapore Swimming Club

An appreciation dinner held to thank our stakeholders for their generous and unwavering support. The dinner was graced by 300 guests, including Guest Of Honour - Emeritus Goh and Mrs Goh Chok Tong, our corporate partners, volunteers and 50 children and programme alumni.

Charity Golf



Date : Thursday 2 August 2018

Location : Warren Country Club

Our golfers, corporate partners and individual donors helped raised a gross receipt of \$235,557 (with an expense/cost ratio of 17%), which went towards assisting our beneficiaries under our five core programmes.

KidSTART Family Fun Day



Date : Sunday 5 August 2018

Location : National Stadium Promenade

An exciting day of fun activities, participated by 364 children and families, that promoted positive parent-child engagements and created opportunities for a meaningful time of family bonding.

Staff Retreat



Date : Friday 24 August 2018

Location : Changi Cove

An eventful day of team bonding and relationship building for LCSS Family!

Kids Give Back



Date : Friday 7 and Saturday 8 December 2018

Location : Ling Kwang Home for Senior Citizens

An enjoyable and meaningful day of dance performances and handicraft activities to build and foster intergenerational bonding. This event was participated by 200 children, 300 seniors and our corporate partners from Ascendas Singbridge and Deutsche Bank.

23 years of dedicated community service by the Grace of God.

LCSS TIMELINE.

2017



- Christmas Extravaganza
- Appointed KidSTART partner agency by ECDA

2014

- Opening of ActivityCentre in Leisure Park Kallang
- Received Friends of Nan Chiau High School Award
- Received Against Family Violence Appreciation award
- Organized 2nd Run for Life with 3800 participants

2012

Opening of 4th Life Student Care in Meridian Primary School



2008

- Featured in The Straits Times "Group helps kids whose parents are in prison"
- Received Letter of Commendation from Prison Link Centre (Changi)

2018

Organised 1st KidSTART Family Day for 364 children and families



Opening of 5th Life Student Care in Park View Primary School



2016

- LCSS 20th Anniversary commemorative book launched by Mrs Mary Tan
- Launch of EduGrow for Brighter Tomorrows programme - Collaborative effort between LCSS & WeCare@MarineParade

2013

Inaugural of Run for Life with 2000 participants - Featured in The Sunday Times & BeritaHarian

2009

Opening of MightyKids, Families & Community centre in Telok Blangah



2007

Launch of Friends of Youth Programme



2005

- Awarded Best Grandparenting and Intergenerational Bonding Programme
- Opening of 3rd Life Student Care in Yishun



2003

- Conferred Institute of Public Character (IPC) status
- Awarded Certificate of Recognition for the Family Life Ambassador Programme



2001

- Member of National Council of Social Service
- Opening of 2nd Life Student Care in Sengkang



2006

- Featured in The Straits Times "Charity at Home"
- Received Letter of Commendation from Singapore Prison Service



2004

Launch of Friends of Children Programme



2002

Registered as a charity



1999

Opening of 1st Life Student Care in Hougang



1996

Registered as a society (Non-Profit)



Contact

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Hougang

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