

ANNUAL REPORT 2022

**ANNUAL REPORT BY
RIVERLIFE COMMUNITY SERVICES LTD**

Loving Families, Stronger Communities



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who we are

ABOUT US

RiverLife Community Services (RCS) is a non-profit organization located in the Northern Eastern part of Singapore. RCS is the community arm of RiverLife Church. It is registered with the National Council of Social Services (NCSS) and is recognised as an Institution of Public Character (IPC). RCS is also a Family Life Ambassador (FLA) of the Ministry of Social and Family Development (MSF).

VISION

Loving Families,
Stronger Communities

MISSION

Our mission is to empower families, children, and youths by demonstrating love and developing fortitude



OBJECTS



To carry out activities to benefit society by eradicating or reducing poverty, sickness and suffering in all its different form.

To strengthen the institution of the family.

To provide education, training, and counselling services in furtherance of the objects (1) and (2) above.

To conduct studies and research towards a deeper understanding of the plight of the poor, the sick, and suffering people in general.

To conduct business activities to generate income to achieve the above objectives.

To conduct fund raising activities whereupon members and members of the public are invited to donate money to the Company for the objects herein above stated.



BOARD OF DIRECTORS

BOD Appointment and Attendance for Financial Year (FY) 2022

DIRECTORS	DATE OF APPOINTMENT	NO. OF MEETINGS ATTENDED OUT OF 4
Chairman Mr Aaron Teo Peck Hock Managing Director, PES Pte Ltd	28 Jun 2007	4
Treasurer Mr Ng Kwee Ming Retiree	17 Dec 2018	3
Senior Board Director Ms Lee Mui Ling Senior Director, Public Service Division	23 Aug 2008	3
Board Director Mr Matthew Tan Kim Chuan CEO, Oceanus Tech Pte Ltd	19 Jul 2007	1
Board Director Mr David Pong Sheung Yan Director, Wateroam Pte Ltd	25 Feb 2021	2
Centre Director Mr Joel Seah Zhixiong Centre Director, RiverLife Community Services Ltd	4 Sep 2018	4

Board members who have served more than ten consecutive years :

- 1) Mr Aaron Teo Peck Hock
- 2) Mr Matthew Tan Kim Chuan
- 3) Ms Lee Mui Ling

Reason:

We were slow in our succession planning as the team was lean and our main focus was to strengthen the organisation. This was further delayed by the Covid Pandemic. We have onboarded new potential directors in 2021 to prepare for succession by 2023. All the above 3 current directors will be resigning consecutively by end of 2023

GOVERNANCE

RiverLife Community Services Ltd

Role of the Governing Board

The Board sets the strategic directions and oversight of the Riverlife Community Services' (RCS) mission and functions through good governance. The Board will approve the IPC submission for the Governance Evaluation Checklist and RCS consolidated Financial Statement.

Disclosure of Remuneration and Benefits received by the Board Members

No Board members are remunerated for their Board services in the financial year.

Disclosure of Remuneration of three highest paid staff

None of our paid staff receive more than \$100,000 each in annual remuneration.

The charity has no paid staff, who are close members of the family of the Executive Head or Board members, who each receives total remuneration of more than \$50,000 during the year.

MANAGEMENT OF CONFLICT OF INTEREST

RiverLife Community Services Ltd

A conflict of interest arises whenever the personal or professional interests of a person may potentially interfere with the performance of his/her duties and responsibilities to the organization he/she serves in or may affect his/her objectively in decision-making.

When actual, potential or perceived conflict of interest arises, the integrity, fairness and accountability, RCS hereby endeavors to do the following:-

- a. Establish clear and written conflict of interest policies;
- b. Establish disclosure as a normal practices;
- c. Exhort all Directors, Members, staff and volunteers ("volunteer" includes anyone serving RCS in any capacity who is not a Director, Member or staff of RCS) to lead by example an attitude and act of personal integrity.

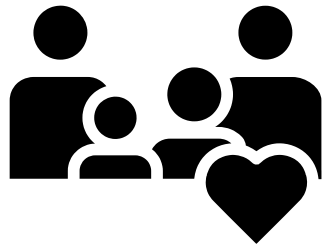
A member of the Charity who is in any way, directly or indirectly, interested in a transaction or project or other matters of the Charity shall disclose the nature of his/her interest at the first meeting of the Charity at which he/she is present after the relevant facts have come to his/her knowledge.

A disclosure shall be recorded in the minutes of meeting of the Charity and, after the disclosure, that member:

- a. Shall not take part in any deliberation or decision of the Charity with respect to that transaction or project;
- b. Shall be disregarded for the purpose of constituting a quorum of the Charity for such deliberation or decision.

what we have done

RCS AT A GLANCE



192
Beneficiaries



48
Families



264
Volunteers



what we do

RCS AT A GLANCE



BLESS FAMILY

Family Programme



KIPERKIDS

Children Programme



BLESS MUMS

Mothers Support Group



GENERATION412

Youth Programme



ACES TUITION

Academic Tuition Programme

*OUR PROGRAMMES &
SERVICES*

BLESS FAMILY

RCS BLESS Family is a holistic family programme that provides clinical support, financial assistance and befriending for families in need. Through the programme, we hope that families will be strengthened and empowered – equipped with parenting skills, having improved marital satisfaction, and extended social support.

46
FAMILIES



122
PARENTS, CHILDREN
& YOUTHS

OUR PROGRAMMES & SERVICES

BLESS FAMILY

87.9%

of the beneficiaries are satisfied with the overall services provided



83.3%

of the clients felt supported by their volunteers



84.8%

of the clients felt supported by staff during crises and transitions

OUR PROGRAMMES & SERVICES

BLESS MUMS

BLESS Mums seeks to bring mothers together from the BLESS Family Programme to build social support, be equipped with life skills and provide a platform for contribution. Through this programme we hope to develop and empower women to build resilience for the stresses in life transitions as well as develop lasting relationship for emotional and mental health support

13
MOTHERS

16
SESSIONS



OUR PROGRAMMES & SERVICES

BLESS MUMS

100%

of the mothers made at least 4 new friend from the programme



100%

of the mothers enjoy attending BLESS Mums sessions and look forward to them

100%

of the mothers learned at least 1 new skill from each workshop



100%

of the mothers feel more supported in stresses and transitions through programme

*OUR PROGRAMMES &
SERVICES*

KIPERKIDS

KIPERKIDS serves children aged 5 to 10 years old. The programme comprises of character development and befriending components. The programme seeks to help children develop character by inculcating positive values and practical life skills. RCS equips our volunteers with skills on engaging and relating to children in a child-centric way as part of our volunteer growth track and to enable our children to experience the support of positive role models

10

**PRE-SCHOOL
CHILDREN**

36

**PRIMARY SCHOOL
CHILDREN**

16

**PRE-SCHOOL
VOLUNTEERS**

15

**PRE-SCHOOL
VOLUNTEERS**



OUR PROGRAMMES &
SERVICES

KIPERKIDS

74.2 %

of the parents would like to be involved in the weekly character development programme to support their child better

81.3 %

of the parents reported observable changes in their child's behaviors, attitudes, and more after the character development programme.



OUR PROGRAMMES & SERVICES

GENERATION 412

GENERATION 412 targets youth aged 11 to 17 years. It seeks to support the youths holistically. With that goal in mind, we initiated an outdoor youth mentoring programme to support the ongoing academic programme. The youths undergo outdoor challenges together with dedicated youth mentors that guide them. Through both platforms, youth in the Generation 412 can develop holistically.

29
YOUTHS

18
YOUTH MENTORS



*OUR PROGRAMMES &
SERVICES*

ACES TUITION

The ACES Programme in RCS seeks to empower children aged 5 to 12 years from low-income families with academic coaching to reach greater potentials in their Pre-school and Primary School journey. With 1-1 academic coaching, the student can gain mastery over their academics and have an increased school preparedness.

93

STUDENTS

93

TUTORS

90.6%

of the clients reflected that their child enjoys tuition each week.

84.4%

of the clients reflected that their child has showed improvement in his/her studies since tuition started.



*OUR PROGRAMMES &
SERVICES*

CASEWORK & COUNSELLING

RCS seeks to empower individuals and families to overcome their obstacles through our Casework and Counselling services. Our team of professional social workers and counsellors provide intervention through individual casework or family intervention.

The Casework and Counselling services complement other programmes in helping to provide holistic assistance for the family, youth or children in their related struggles.



46
CLIENTS

84.8%

of the clients reflected the casework and counselling session have been beneficial for them.

OUR COMMUNITY OUTREACH EFFORTS

RIVERLIFE CARES

RiverLife Cares is a community outreach effort in collaboration with RiverLife Church and Community Partners (Pasir Ris Central Grassroots Organisations (GROs), People's Association (PA), Sengkang Trading Enterprise, Lion Group in outreaching to families-in-need in the community. We would like to thank our community partners for their valued partnerships in outreaching to families-in-need with consistent touch points with more than 240 registered volunteers serving the community regularly as part of our effort to build stronger communities!



Community Partners

Pasir Ris Central Grassroots Organisations (GROs)

People's Association (PA)

Sengkang Trading Enterprise

Lion Group

RiverLife Church

OUR PROGRAMMES &
SERVICES

KEY EVENTS

FAMILY RUN & CARNIVAL

RCS hosted a family run and carnival event to raise awareness of the struggles families go through as well as to celebrate the lives that build them through the donations and participation of those attending. The families connected and build friendships with one another through playing and feasting.



OUR PROGRAMMES & SERVICES

KEY EVENTS

FAMILY MOVIE DAY

Families and Staff attended RCS annual movie day together. This was possible with our generous donors who donated tickets and contributed in one way or another.



*OUR PROGRAMMES &
SERVICES*

KEY EVENTS

CHILDREN GRADUATION

RCS held our annual graduation to celebrate the end of the academic year with our children, youths and families. We affirmed the children and youths of their academic milestones and their growth in the respective character development programme.



OUR PROGRAMMES &
SERVICES

KEY EVENTS

VOLUNTEERS APPRECIATION DAY

RCS held our annual Volunteer's Appreciation Lunch at NUSS Guild House to show our gratitude towards our partners, donors, and volunteers for investing in the vision of RCS "Loving Families, Stronger Communities". The theme of 2022 was "RCS Kampong" as we hope to continue looking out for one another, building communities, and most importantly keeping up the "Kampong Spirit"!



Onwards

MOVING FORWARD

A MESSAGE BY RCS CHAIRMAN:

Dear Families and Friends,

The past few years were unprecedented with the disruption and uncertainty from the Covid-19 pandemic. It has been a challenge for various social services to navigate different transitions and be adaptable to changes. We are thankful for families, friends, our valued partners and volunteers who have journeyed with us through the past years.

RCS Moving Forward

RiverLife Community Services (RCS) continues to commit to building loving families, stronger communities through 3 key thrusts in the coming year - Family Wellness, Youth Mental Health and Sustainability.

Families are the bedrocks of our community and we strongly believe that it is vital to provide families in need with holistic and systemic support. Moving forward, RCS endeavours to build stronger family units through our new initiative - "Family Date" where families will gather monthly for family workshops and activities. Through "Family Date", families will be given equipping and engagement platforms to build stronger subsystems in the family units. There will be increased opportunities to connect, communicate and bond as a family. We hope to that through "Family Date", RCS will increase family wellness by fostering stronger family relationships, restoring marital and parent-child relationship, as well as equipping parents with skills.

Secondly, with the rising concerns in Youth Mental Health and Wellness, RCS will be launching new initiatives by providing youths in our community with stronger social and community support. Youths will be given platforms to develop life skills, leadership skills, socioemotional skills with positive adult role models and be given a safe space to discovery themselves. Youths will also be given opportunities to gain exposure to exploration of careers, entrepreneurship skills and more. We hope to groom youths to be an asset in our society and leaders of our future generations.

Onwards

MOVING FORWARD

A MESSAGE BY RCS CHAIRMAN:

Lastly, with the global inflation and Good and Services Tax (GST) hike in 2023, households face rising prices on multiple fronts, from food to electricity. This has affected not only the nations globally, but the low-income families in our communities profoundly too. Being a vulnerable community, the low-income families are subjected to the uncertainties and risks that the rising prices bring. RCS will be looking into the area of sustainability for our communities to better support the low-income families to cope with the rising prices. Initiatives such as food and rations resources will be provided for our families to ensure that families have consistent supply of food and resources to meet the basic needs. Furthermore, the emphasis on Family Wellness and Functioning moving forward will continue to ensure families have increased resilience and essential skills to navigate through the uncertain times.

As we chart forward into the upcoming year, we hope to continue our support for families and build stronger foundation even through difficult times. We believe that strong families build stronger communities and a resilient nation. I look forward building more loving families, stronger communities together with our valued partners, donors, volunteers and families!



who we are working with

STAKEHOLDERS & PARTNERS

We would like to thank the following stakeholders and partners for their valued contribution to RiverLife Community Services.

RCS CENTRE PARTNERSHIPS

Corporate Partners & Donors

Gardens By The Bay
Global Art Sengkang (Place4Creative Arts Pte Ltd)
Lendlease Foundation
Mandai Wildlife
NTUC FairPrice Foundation
PARKROYAL COLLECTION Marina Bay, Singapore

Institution & Internship Partners

National University of Singapore
Nanyang Polytechnic
Republic Polytechnic
Singapore Management University
Singapore University of Social Sciences
Youth Corps Singapore

Community Partners

Gospel Light Christian Church
Sengkang Family Service Centre
Social Service Office
(Sengkang, Punggol, Hougang, Tampines)

how you can be involved

COLLABORATION & DONATION

Becoming a corporate partner impacts our efforts in building "Loving Families, Stronger Communities" and supporting the families in need. As a committed organisation in helping families in need, the support from our corporate partners is of paramount importance to continue to expand our efforts in reaching out to the community. RCS believes in partnering with organisations who believe in families to continue to grow our services and social impact collectively.

FRIENDS OF RCS

Become a Corporate Partner or Sponsor in any areas such as (but not restricted to):

Funding and Grants for Programmes
Sponsorship of Programmes, Events, Workshops, Outings
Providing Skills-based Training and Workshops for Families
Providing Platforms of Engagement and Opportunities to Families

Kindly contact office@rcs.org.sg if you would like to explore partnerships or CSR collaboration with us.

how you can be involved

COLLABORATION & DONATION

Becoming a donor impacts our efforts in building "Loving Families, Stronger Communities" and supporting the families in need. As a committed organisation in helping families in need, the any form of donation will help us greatly in continuing our efforts to support the families in need.

FRIENDS OF RCS

Become a Donor through the following platforms:

Cheque: Please make cheques payable to "RiverLife Community Services" and mail them to:
RiverLife Community Services Ltd
6 Loyang Besar Close, Singapore 509026

Bank Transfer: You can donate via DBS Paynow App via the following QR Code. Kindly indicate your NRIC No. under the Bill Reference No. to qualify for tac deduction



If you wish to donate unused/used items in good working condition, e.g. stationary, children's book resources, furniture, kindly contact office@rcs.org.sg

how you can be involved

COLLABORATION & DONATION

Becoming a volunteer of RCS support our efforts in reaching out to the families in need and help to build deeper relationship with the families. RCS believes in a 2-way relationship with our volunteers where we value the volunteers' interest and preference and seek to provide an enriching volunteering experiences for our volunteers through trainings and guidance.

CHAMPIONS OF RCS

Become a Volunteer with RCS in any of the programmes:

BLESS Mums (Mother Support Group)

KIPERKIDS (Children Programme)

Generation412 (Youth Programme)

ACES Tuition (Academic Tuition)

Kindly contact volunteer@rcs.org.sg for more information

RESERVE POLICY

RiverLife Community Services Ltd

	FY 2021 (\$\$)	FY 2022 (\$\$)	% INCREASE/ DECREASE
DONATIONS	571,541	626,931	
UNRESTRICTED FUNDS (RESERVES)	913,209	1,362,672	49%
ANNUAL OPERATING EXPENDITURE	660,366	811,042	23%
RATIO OF RESERVES TO ANNUAL OPERATING EXPENDITURE	1.38:1	1.68:1	

The reserves that RCS has set aside provide financial stability and the means for the development of RCS programmes and services. The Board carries out quarterly review on the amount of reserves that are required to ensure that these are adequate to fulfil our continuing obligations.

Bankers: **DBS Bank Ltd**
Stanchart Bank

External Auditors: **Baker Tilly TFW LLP**

CONTACT US



+65 6312 5963



102 Rivervale Walk #01-54 S540102



office@rcs.org.sg



@riverlifecs



www.rcs.org.sg