

**BARTLEY COMMUNITY CARE SERVICES**  
**ANNUAL REPORT 2022**

*Where  
there is  
Hope*



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@bartleycare | bccs.org.sg

**Bartley**  
Community Care Services



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## JOINT MESSAGE FROM **Chairman & Director of Programmes and Services**

What a difference a year makes! By the grace of God, both our country and BCCS have emerged from the pandemic stronger. This speaks volumes of our resilience as a nation and as a community. The pandemic however exposed fragments of society that were often times invisible. While many of us were able to transition quite seamlessly from work on-site to work from home, and vice versa, others struggled to keep their jobs or suffered from issues relating to mental health.

Problems facing BCCS' clients are often multi-faceted in nature, compounding their already difficult financial situation. Such cases call for temporary assistance in finances, counselling for job search, for more effective parenting, preparation of pre-schoolers for entry into formal education, tuition for those lagging behind in school and the list goes on. BCCS is committed to being nimble, pivoting to meet these diverse and often unique needs.

A case in point is the managing of the disadvantaged aging community. With the fortnightly activity disrupted in Lorong Lew Lian because of the pandemic restrictions, BCCS introduced the Digital Active Aging (DAA) programme to the elderly using digital tablets installed with age and mobility appropriate games and exercises to stimulate their senses.



With the lifting of the pandemic restrictions, this DAA programme has seen a significant growth in participation from under 20 apprehensive seniors at a void deck at the beginning of 2022 to over 85 registered participants at our fortnightly activity at the Amphitheatre by end of 2022. For those with mobility issues, our volunteers have gone the extra mile to bring DAA activities into their homes. We are immensely grateful to all our volunteers without whose dedication, the programme would not have progressed so well.

A key milestone in 2022 was the opening of the Hope Centre at Blk 31 Balam Road. After more than 2 years of waiting, BCCS has finally found a place to call home. The



centre is strategically located right next to our community partners in a fast aging neighbourhood, with many of our existing beneficiaries within walking distance from the centre.

We have high hopes for the Hope Centre. We envision the centre to be for all age-groups a place where seniors come to socialise, juniors (pre-schoolers) to level up their literacy skills and for fathers to learn how to strengthen their relationship with their child. We hope to play an active role in promoting zero waste in the estate too and to bring people together through interest group activities and workshops for skills and knowledge. Finally, we hope for the centre to be a safe space for friends and

neighbours to come together.

Through our programmes and services, we hope to build relationships with our beneficiaries that can bring us to the next level of engagement. First we touch hearts, then we help transform lives when they willingly partner us because of the trust that has been built.

With the soaring inflation and faced with a host of uncertainties, it had been a particularly challenging year to fund raise. We are driven to look beyond our traditional support base for donations and are appealing to more companies to consider partnering us in their CSR or team building activities. So all enquiries are most welcome.

Needless to say, our board members, staff and volunteers have contributed much once again. They are always a blessing to work with, encouraging at all times, humble in attitude and spirit, and united in heart and mind to serve the greater cause of BCCS. Thank you for your inspiring servanthood.

A big 'Thank you' also to all our donors, sponsors and community partners for this very meaningful journey.

To God be the Glory!

**Rock Koh & Kenneth Teo**

# About BCCS

# Bartley Community Care Services

Started as a community outreach in the nineties, a ministry of Bartley Christian Church organising community events for the celebration of major festivals, to distribution of lunch packs, the work gradually expanded to cater to wider social needs of

the low income community in the Lorong Lew Lian/Upper Serangoon/MacPherson area.

In 2000, Wei Ni Community Services Association was formed and registered as a charity to carry out this work with greater focus. To better reflect the work that had by then widened to include a range of programmes for individuals at various life stages, a name change to its present name, Bartley Community Care Services (BCCS) followed in 2010. BCCS first acquired its IPC status in 2012.

## Overview of Charity

Our mission and our vision have not changed in essence even though our programmes and services continue to be tweaked so as to meet changing circumstances and needs.

## Our Vision

**To see individuals and families in need transformed, enabling them to reach their potential so that they can enjoy meaningful lives and contribute to society.**

This vision is coupled with our hope that the holistic assistance we provide will bring about lasting transformation not just for the individuals we serve now but also for the generation that follows.

## Our Mission

*Touching hearts, building lives.*

We believe that as fellow human beings, those who can, should do whatever they can to help those in desperate need regardless of how they have landed in the situation they are in.

## Our Purpose

BCCS exists to achieve our vision as stated above by reaching out to children, youths, seniors and families who are disadvantaged through literacy, mentoring, skills training and other family programmes. BCCS collaborates with government institutions and other agencies, tapping on their resources for greater impact on the lives of those we serve.

# Charity Profile

UEN	T01SS0004H
Constitution	Society
IPC status	Since December 10, 2012
Registered address	4, How Sun Drive, Singapore 538526
Banker	DBS Bank Ltd
Auditor	Fiducia LLP
Contact	tel +65 69088122   email: <a href="mailto:info@bccs.org.sg">info@bccs.org.sg</a>

## Find us Online



@bartleycare | [bccs.org.sg](http://bccs.org.sg)

During the 2022 AGM, members of BCCS voted in favour to restructure BCCS from a society to a CLG (Company limited by guarantee). A CLG being a company unlike a society is a separate entity from its members, hence the liability of each of our members will be limited to the nominal guaranteed amount of one dollar under BCCS as a CLG.

A CLG rather than a society may have the added advantage of being deemed more trustworthy by the public because a CLG has to comply with the reporting requirements imposed by the Accounting and Corporate Regulatory Authority ("ACRA") which are generally more

demanding than those imposed by the Registry of Societies on societies. With increased transparency and accountability, we hope the public will have greater confidence in the workings of BCCS, the CLG.

This was recommended as the preferred organisation structure for a non-profit, volunteer-based charity like BCCS after review and consultations by a specially-formed committee.

The transition from a society to a CLG which entails much meticulous administrative and legal work has progressed smoothly thus far.

## Latest update, March 2023

BARTLEY COMMUNITY CARE SERVICES (BCCS) LIMITED (UEN 202238670W), abbreviated to BCCSL, the CLG, was approved on 02 Mar 2023 as an Institution of a Public Character (IPC) with effect from 02 March 2023 to 01 March 2025.

BCCSL, the CLG is targeted to commence operation second quarter 2023.

# Charity Governance

BCCS, the society is governed by a Board of Directors, supported by Board Committees operating within its constitution and bye-laws which have been established in accordance with the Singapore Code of Governance for charities and Institutions of a Public Character (IPC).

We have in place committees supported by the Board to oversee the key functions of the charity's operations in following areas:

- Audit
- Programmes and Services
- Funding Strategy
- Appointment and Nomination
- Human Resource
- Finance
- Corporate Communications & Publicity
- Volunteer Management

## Conflict of interest policy

BCCS requires each of its board members, members and associates, staff and volunteers to act in the best of interests of the organisation at all times. Each must declare actual or potential conflicts of interest to the Board whenever the personal or professional interests might interfere with his/her performance or affect his/her decision-making when carrying out his/her duty.

## Whistleblowing Policy

BCCS is fully committed to promoting lawful and ethical behaviour in all its activities. All board members, staff, volunteers and partners are required to conduct themselves in a manner in compliance with all applicable laws and internal policies/procedures with the interests of the organisation and its beneficiaries at the forefront.

Our Whistleblowing Policy provides an avenue for members and associates who have major concerns on any misconduct or improper activities within BCCS to come forward and express these concerns without fear of punishment or unfair treatment.

## Strategic Planning Policy

The Board shall ensure there are adequate resources to sustain BCCS' operations and that resources are effectively managed, developing capacity and capability according to needs. The Board shall also review plans and monitor from time to time to ensure activities are in line with its objectives.

## Reserves Policy

BCCS' target for its reserves is 2 years of its operating expenditure. The reserve ratio as at 31 December 2022 was 2.01. The Board reviews annually the amount of reserves required to ensure that they are adequate to support its current and future activities.

## Disclosure Report

We have one staff whose annual remuneration is in the \$100,000 - \$150,000 band. There is no paid staff who is a close member belonging to the family of our executive head or governing board member.

No board member was being remunerated for board duties or services related to the organisation.

**BCCS is in compliance with the code of governance for charities and IPCs. Its Governance Evaluation Checklist can be viewed on the charity portal at [www.charities.gov.sg](http://www.charities.gov.sg).**

# Board of Directors



**Roch Koh Soon Yao**



**Ong Beng Thiam**



**Low Lye See**



**Lee Tai Luang**



**Lye Puat Fong**



**Benjamin Pong Chee Kin**

## Board members who stepped down 23 April 2022

**Michael Chay Hong Kan**  
**Yip Kim Seng**  
**Kenneth Teo Meng Teck**  
 (Served 10 consecutive years, the maximum term per BCCS' bye-laws and Code of Governance for Charities)

**Marcus Chen Joo San**  
 (Served from 30 May 2020)

Board member	Date of first appointment	Office Date appointed	Previous Office	Attendance at Board meetings	Appointments   organisation
Roch Koh Soon Yao	30 May 2020	Chairman 1 January 2022	Nil	6/6	Managing Director Red Lips Food Pte Ltd
Ong Beng Thiam	21 March 2015	Vice Chairman 23 April 2022	Nil	6/6	Vice President, Human Capital Accuron Technologies
Low Lye See	10 May 2013	Secretary 23 April 2022	Nil	6/6	Retiree (former Business Operations professional in an MNC)
Lee Tai Luang	10 May 2013	Treasurer 23 April 2022	Treasurer 26 March 2016- 30 May 2020	6/6	Retiree (former Finance professional in real estate sector)
Lye Puat Fong	26 April 2014			6/6	Retiree (former Marketing professional in an MNC)
Benjamin Pong Chee Kin	30 May 2020		Nil	6/6	Senior Manager TE Connectivity

# Staff

As a charity organisation with limited resources, we optimise our manpower deployment by being flexible. We keep the corporate function team small but purposefully tap on those with the right skill set for our community outreach activities but are available only on a part-time basis. This gives us agility to scale up and down

based on our programme needs. We have a team of 8 full-time staff and a flexible workforce of 6 contracted for part-time service in programmes we run. Additional support for both outreach programmes and corporate functions, comes from our big pool of volunteers.

## FULL-TIME TEAM



Kenneth Teo Meng Teck  
Director of Programmes & Services



Aaron Everson Pereira  
Assistant Manager, Programmes



Peter Tan Cheng Wah  
Programme Executive, FamilyZone



Angeline Chwee Siew Kee  
Programme Executive, HOPE Program

## Programmes & Services



Anson Quek Swee Koon –  
Director of Business Operations



Anne Yee Oi Khuen  
Senior Executive, Admin & Accounts



Janice Leola Ong Leng Choo  
Executive, Fund Strategy & Corporate Communication



Ariella Tan Li Jue  
Executive, Corporate Communication

## PART-TIME TEAM



Chew Chee Kuan  
HOPE Program



Patrick Wee Swee Huat  
KidsZone EEP@Zhonghua



Joe Lee Onn Wah  
KidsZone EEP@Zhonghua



Susan Loo Geok Lian  
KidsZone  
Reading@Zhonghua



Loh Tze Khoong  
KidsZone  
Reading@Zhonghua



Tessa Chong Ann Hwa  
Tuition (online)

## Contracted for programmes

# Volunteers

Programme	Number of Volunteers	Number of Beneficiaries
CAPLE	8	9
KidsZone Reading@ Zhonghua	8	16
KidsZone EEP@ Zhonghua	-	26
KidsZone EEP @First Toa Payoh Primary School	6	16
Tuition@Bartley	21	52
HOPE Program	1 (from tuition pool)	118
FamilyZone	26	85
Board & Sub-committees	15	NA
<b>Total</b>	<b>84</b>	<b>322</b>

A total of 322 beneficiaries were served across our 7 programmes. This is made possible by the 84 volunteers whose services have helped to ensure that our programme objectives were met. They are indeed the heart and soul of BCCS, for without them, it would have been a 'mission impossible'.

As soon as the pandemic restrictions were lifted, many schools were quick to welcome

us for the after school programmes, knowing our volunteers bring with them warmth and a personal touch when engaging the children.

Even though some of our regular volunteers had decided to take a well-deserved break last year, new volunteers have come forth, both through the BCCS website and through recommendations of ex-volunteers/friends of BCCS.

# Special Thanks to

## Our Community Partners



Balam Residents'  
Committee



Bartley Christian  
Church

Braddell Heights Zone  
B Residents'  
Committee



PCF Sparkletots



First Toa Payoh  
Primary School



Zhonghua Primary  
School

## Our Major Donors and Sponsors

### CSR Partner, Corporate Fundraiser and Donor



TE Connectivity

### Hope Giver (Gold)

Dr Thang Tze Yian

### Hope Giver (Silver)

周孝德基金

Chew How Teck Foundation

### Major Donors (General)

Koh Soon Yao, Roch

Lin Sida

Mobile Cranes Asia

Ong Sher Meng, Sherman

## GoMAD22

### Sponsor (Gold)



EP-Tec Solutions

### Sponsors (Silver)



NTUC FairPrice Foundation

### Donor (Gold)

Phua Hong Aik



Sumitomo Electric Group of Companies  
(Singapore)

**BCCS would like to thank all sponsors and donors, corporate and individuals, including those not mentioned above for their contributions in 2022**

# Highlights 2022

## CNY Cookie Sales

The annual BCCS Chinese New Year Cookie sales took place in January with staff and volunteers giving of their precious time over 3 Sundays at the pop-up booths in Bartley Christian Church to promote sales. Response was good but collection from online and onsite sales fell a little short of previous years' due to the shorter window for sales.

## Buka Puasa Meals

In April/May, BCCS provided warm meals and essential supplies to 50 needy Muslim families one day a week for their breaking of fast during Ramadan. We are grateful to donors and supporters for the campaign.

## Volunteer Game Night

On 18 June we invited our volunteers who helped in our programmes for a night of food, fun and interaction. Various games were organised to encourage bonding amongst those who were unfamiliar with each other. The vision and culture of BCCS was shared to remind one another of why we were there. Friendships were strengthened and commitments renewed as we recognised that the work of reaching and helping is always in demand.



## BCCS Week mini carnival

On 17 and 24 July, a mini carnival was held at Bartley Christian Church to engage attendees through carnival games, sale of local delights like laksa and nasi lemak specially prepared by our beneficiaries and booths to entertain enquiries on BCCS' initiatives, donations and volunteer sign ups.

## Corporate Social Responsibility Event - BCCS X TE

BCCS was presented with the opportunity to partner TE Connectivity Singapore in organising their CSR event. On 25 November, 19 TE representatives and close to 60 beneficiaries from our CAPLE, Tuition and HOPE Program participated in several team-building games and a Zentangle workshop. Through participation in the various activities and games, our beneficiaries not only thoroughly enjoyed themselves but also benefited from learning the importance of planning, teamwork, communication, patience and mindfulness.

In December, TE curated a fundraising campaign to garner the support of its employees for BCCS' work with the disadvantaged called "Help Empower



Disadvantaged Children #RaiseTheNextGen". Campaign raised over \$20,000 which was matched by the organisation.

We are truly thankful for the generous contributions of the management and staff of TE.

## BCCS GoMAD22 Challenge

We rounded off 2022 with a major fundraiser, GoMAD22, a call-out to all to 'Go Make A Difference in 2022'. This was an enhanced version of the 2021 BCCS Challenge. In this challenge, participants were pitted against each other through interactive online updates of their ranking in terms of funds raised and cumulative distance achieved in a friendly competition.

The event did indeed attract people who cared to walk, run or cycle to 'GoMAD' in the lives of the disadvantaged in our community. From 19 November to 18 December, some 580 participants cycled, ran or walked a total of 82,250 km towards this cause. Prizes were awarded for the

highest amount raised as well for longest cumulative distance clocked. Event raised a total of about \$120,000 (inclusive of corporate donations).

BCCS was honoured to have Mr Seah Kian Peng, MP for Marine Parade GRC, take part in the challenge as well as to be our Guest of Honour at the prize giving ceremony that followed.

## Hope Centre

After more than 2 years of waiting, we were finally able to move in at the end of December to the newly renovated centre at Block 31, Balam Road which houses our staff and the venue for some of our programmes. Renovation was completed over two and a half months. We are grateful for the support of the MacPherson Constituency advisor Ms Tin Pei Ling and the Ministry of Social and Family Development (MSF) who recognised the work BCCS had been doing for many years in the community.



# The Year Ahead

With the pandemic behind us, we are looking forward to running our programmes more effectively without interruptions and restrictions.

Now that the Hope Centre is operational and being strategically located within the community we serve, we are poised to create more opportunities for residents to connect with one another here. 'Residents Reaching Residents' is the theme we will adopt for our outreach in the MacPherson area. This means activities being planned will involve the residents themselves playing an active role in reaching out to other residents.

In the Serangoon/Lorong Lew Lian area, we want our engagement to occur more regularly so as to cater to those often overlooked, those with disabilities in particular. We are working on special activities for our wheelchair-bound friends to bring out their talents and other abilities which have often been suppressed by emotional struggles with their physical condition.

We are also exploring how we can take a few steps forward through our HOPE Program, to provide upstream support to beneficiaries with potential to advance their education. Candidates who are assessed to be capable and/or talented but are unable to pursue higher studies due to a lack of resources can potentially benefit from such a programme, if selected.

In terms of public support for our work the year ahead, we would like to have more collaboration with organisations for their

corporate social responsibility (CSR) activities and we welcome interns joining BCCS too.

**We believe that involvement brings about understanding and empathy, which will lead to the sharing of what BCCS does for the community, raising awareness and support for our work.**

Fund-raising has always been challenging with so many charities competing for the same dollars and 2023 will not be any different, if not worse with more pressure on our cost of living. Besides our recurring fund-raising events, we plan to have small scale charity dinners added to our donation drive. With a relatively successful year-end fundraiser, GoMAD22, which saw an increase in participation of more than 90% versus prior year, we plan to have an improved 2023 edition to widen our reach.

2023 will see BCCS transitioning from a Society to a Company Limited by Guarantee (CLG). Bartley Community Care Services or BCCS will formally be known as Bartley Community Care Services (BCCS) Ltd or BCCSL thereafter.

Touching hearts and building lives, our mission, will remain a work in progress.

**OUR INVITATION TO EVERYONE**  
**Come! Join our journey to**  
**restore dignity and confidence**  
**in the lives of many who have**  
**lost hope. Come where**  
**there is hope!**

# Programmes and Services

During the last three years or so of the COVID-19 pandemic, our programmes were continually tweaked to adapt to situations according to needs and opportunities. Programme executives/ coordinators/volunteers and clients alike have had to adjust to doing things a little differently e.g. using of tablets for teaching/ learning which is now the new normal for some programmes. All after-school programmes have been renamed KidsZone

in 2022 for easier reference. Whilst the number of programmes has remained at seven, the scale, the methods and even location have changed for some of them. More schools are keen to have us run after-school programmes with focus on troubled kids but we have not been able to meet all the requests as recruitment of suitable volunteers or part-timers for weekday programmes is always a challenge.





BCCS

**CAPLE** II

Children And Parent Learning Experience

*To equip Kindergarten children from disadvantaged backgrounds with foundational literacy in the English language and basic numeracy skills and parents with tools for guiding them.*

## Highlights

Anti-COVID-19 measures and restrictions had been steadily relaxed by the time CAPLE started its first session on 23 July 2022. So only the wearing of mask and observation of good hygiene practices, such as washing hands remained in place.

The weekly sessions provided children with a conducive environment in which to listen to, to enjoy songs, stories, rhymes, to play and to engage in hands-on activities. The activities included writing of upper and lower case letters of the alphabet, answering questions relating to the stories or rhymes, expressing their feelings and thoughts on the

characters or events in stories and reading of high frequency (commonly used) words and attempting pronunciation of these. A drawing activity to represent words or an event was also part of the curriculum developed to promote the recognition of and

## Now We Know our ABC

familiarisation with words in the English language. As part of our integrated approach, some activities requiring the children to match, sort, compare, rote count and use basic shapes to form figures were included to help children develop some basic numeracy skills.

### PROGRAMME FACTSHEET

#### PROGRAMME COORDINATOR

Deborah Pay

#### CORE TEAM

Nur Erwanie Shazlynn  
Binte M Irwan  
Yee Meng Hwei

#### VOLUNTEERS

9

#### ENROLMENT

K2 - 2 students  
K1 - 3 students  
(plus 3 parents)

#### VENUE

Balam RC,  
31 Balam Road

#### FREQUENCY

Saturdays  
2:00 p.m. to 4:30 p.m.  
(2.5 hours)



A unique feature of this programme is the involvement of parents in the learning journey. Parents are required to participate in the weekly session where they are taught how to prepare teaching resources, learn the sounds of the letters the children are learning, practise simple teaching techniques and planning simple activities for their children. These sessions were aimed at training parents to provide guidance with some degree of confidence for their children's transition from pre-school to the main stream education system.

An outing is always something both children and parents look forward to. We did not disappoint as in October, the students along with their parents and siblings were treated to a field trip to Sentosa. From the time they boarded the cable cars at Mt. Faber, riding across the harbour front to arrival at Sentosa, shrieks of amazement and excitement could be heard as the group soaked in the view and experienced little jerks in mid-air. A guided tour by our volunteer teachers through Fort

Siloso and other interesting historical sites included pauses for 'quiz' time. NTUC \$5 vouchers for correct answers added to the thrill and enthusiasm in participation.

The finale was a holiday programme in November with the theme of 'fish'. K2 students and their parents were invited for the event. A most interesting challenge posed was for them to obtain a print of a fish by holding the fish, applying paint on it



and pressing it against a piece of drawing paper. No doubt an unusual experience but their most valuable takeaway from the event was the experience of touching, tugging parts of the fish, learning about the functions of the different parts of the fish such as scales are to cover and protect the fish and of course the unforgettable smell of fish on their hands.

## Evaluation

Pre-schoolers enrolled in the programme were assessed at the beginning and at the end of programme in what are called pre and post tests.

Post test scores suggested that all students in both K1 and K2 except for one in K1 did pretty well in the area of identifying letters of the alphabet and their sounds. However, these post test scores suggested that their decoding (ability to pronounce a word using the sounds of the letters) and reading



of common words were way below expectations. Programme may need to be tweaked in its intensity for more favourable outcomes. Parents also often lacked the motivation to use the English language in their homes thus making their progress challenging.

## Challenges and Going Forward

One of the biggest problems we face is the lack of commitment of parents or the low priority given to attendance of these Saturday classes.

**Our challenge is to convince parents of the huge benefits of such a programme to level the playing field for their children if they put in the effort.**



Moving forward, it is likely that we will reschedule the weekly sessions to a weekday to avoid conflicting demands on the parents' time on weekends. This should reduce absenteeism in class which deprives children of precious opportunities to build their foundation in grasping the English language so critical for mainstream education. We plan to focus on the curriculum for the children and reduce parents' involvement to only once a quarter in the next run of the programme.



**BCCS**  
**KidsZone**   
Reading@Zhonghua

*After school programme for children from lower primary to cultivate a love for reading and to build confidence in their use of the English language.*

## Highlights

All through 2022, safety measures to avert the spread of COVID were in place. These included assigned seating for every student, the compulsory wearing of masks throughout the session and strictly no eating or drinking in class.

A typical session would begin with welcome greetings and a quick review of songs taught the previous week. A story time segment aimed at developing listening, speaking and comprehension skills follows. With a visualiser, a new title each week with pictures and texts were projected to capture the children's attention. Stories selected included friendships,

bravery, kindness and adventure themes.

To promote memory skills and music appreciation, a song segment was included to reinforce the learning of words found in the story. This was achieved by using words from the story as lyrics sung to melody of a common nursery rhyme.

**Learn to Read,  
Read to Learn**

### PROGRAMME FACTSHEET

#### PROGRAMME COORDINATOR

Aow Meow Kiang

#### CORE TEAM

Aow Meow Kiang  
Aaron Pereira  
Susan Chew

#### VOLUNTEERS

7 excluding core team

#### ENROLMENT

16 students  
(Primary 1 and 2)

#### VENUE

Zhonghua Primary School

#### FREQUENCY

Wednesdays Weekly  
Time 2.00-3.00pm



A 'Read, Write & Draw' activity segment designed to develop word recognition, visual and observation skills kept children busy as they wrote over selected words and texts. This guided writing exercise helped children to regulate their handwriting while the drawing exercise helped them to stretch their imagination and also to appreciate the artistic illustrations of each story.

A game of "Matching Rhyming Words", 'Missing Letters', 'Anagrams', 'Guess the Word' are examples of word games on handouts for the students to work on individually. Volunteers stand by to help when and where necessary. These games facilitated the learning of new words in a fun and seemingly effortless way.

The final activity in the session is aimed at reinforcing what was taught. Children are asked to write words and text as a review of the story and are given the opportunity to read aloud individually or as a class.

Also included is a craft segment in which simple crafts such as bookmarks or cards and origami

birds/giraffes/fish/penguins/planes based on stories told were made. These rewarding self-made take-home objects served as great visual reminders of the stories learnt.

Session always ended on a high note with children singing the customised song (lyrics using words introduced in the story) leaving them 'singing in their heads' and an origami souvenir in hand as they leave the class.

## Evaluation

It was observed that most of the students were attentive during story time and became enthusiastic singing the songs as the tunes became more familiar to them. A few more artistic ones would particularly enjoy the 'Read, Write & Draw' segment, while some were active in the word games and some others seemed more drawn to origami folding. Volunteers made it a point to report their observations of the students from time to time. They observed a good number had become more confident in answering questions or expressing their thoughts over time in the programme.

Towards the end of the programme, the Zhonghua teacher coordinator gave the feedback that one of the students had shown marked improvement during her





English lessons – she had become more confident in expressing herself and had developed an interest in a particular genre of books.

**During the programme's year end celebratory event, the Zhonghua teachers present were very impressed with the students' singing and surprised by their enthusiastic participation in the Book Trivia Quiz giving speedy and correct answers.**

The good response from the Zhonghua students and teachers to this programme is the main affirmation of the programme's effectiveness. Volunteers too found being involved in the children's learning journey rewarding and their experience enjoyable.

### Challenges and Going Forward

Management of the disruptive behaviour of some students was assessed to be the main challenge. Recruitment of more volunteers for weekdays is a constant challenge, an obstacle we need to overcome especially if we want to replicate the programme in other schools.





**BCCS**  
**KidsZone**   
**EEP@Zhonghua**

After school "Enhanced Enrolment Programme" to aid at risk students frequently absent from school due to dysfunctional family background and those lacking family support avoid dropping out of school.

## Highlights

A typical session will see our coordinators welcoming the students, carrying out conversations to find out how they are coping, sharing personal experiences or a joke or two with them. Of course, the briefing on behavioural protocols, counselling, advising and chiding of these troubled students are always part and parcel of these sessions.

Outdoor games such as basketball, soccer and badminton were organised to draw out enthusiasm for friendly competition, encourage teamwork and bonding with friends and for exercise.

At every session, coordinators will select two students to be the prefects for that day. As an opportunity for these difficult kids to be a prefect is probably unthinkable, selected students do take pride in being chosen and feel affirmed to be

## Prefect for A Day!

considered capable for the role. As they carry out their duties as a prefect, they will inevitably face various difficulties dealing with the uncooperative students, giving rise to many teachable moments. Minders

### PROGRAMME FACTSHEET

#### PROGRAMME COORDINATOR

Joe Lee and Patrick Wee

#### CORE TEAM

Joe Lee  
Patrick Wee  
Mrs Tay (adjunct teacher from the school)

#### VOLUNTEERS

0

#### ENROLMENT

26 Students  
(Primary 1-6)

#### VENUE

EEP Room at Zhonghua Primary School

#### FREQUENCY

Mondays, Wednesdays & Thursdays  
2pm to 5 pm  
Total of 30 weeks



take every opportunity to encourage positive behaviours and to address negative ones. Values such as honesty, respect, being hospitable and nice towards others are often emphasised.

Students are also taught how to prioritise, differentiating between what is urgent and what is important.

The COVID prevention protocol then required the students to sit a metre apart during lessons. For games, no physical contact between students was allowed. Masks had to be worn at all times. Any student who was feeling unwell had to sit out on the games. To keep students entertained and occupied without violating social distancing rules, many games played individually such as puzzles were procured. Tables were sanitised before and after each session.

## Evaluation

Students learnt to put on their thinking hats when they played games such as word games and activities that identify hidden objects.

Tic-Tac-Toe played with cups and ping pong balls, required them to not only strategise but also to be skilful in bouncing ping pong balls into cups to get '3-in-a-row' for a win.

Games like puzzle solving helped students to learn to focus and develop patience at carrying out a task.

**The fact that these students preferred to be at EEP rather than at the school's co-ordinated aftercare class speaks of the programme's effectiveness in keeping these troubled students in, away from the streets with its therapeutic and character building sessions.**

We are delighted to learn that all 7 of the Primary 6 who attended EEP passed their PSLE and went on to their choice of secondary schools.

## Challenges and Going Forward

On days designated for the school's CCAs, the hall, indoor sports hall, field and open areas were all taken up. This meant our coordinators had to conduct games wherever they could find available space to do so but oftentimes, the space available is not conducive for the activities.

When the anti-COVID-19 measures were in force, organising group activities that wouldn't infringe on the guidelines was also a challenge. Thankfully, we are past all that now and we can look forward to the year ahead with confidence and hope of more successful outcomes. More specifically, we hope that with more time of supervision and guidance through this programme, many will go on to become more resilient teenagers as they get into secondary schools.



**BCCS**  
**KidsZone**   
**EEP@First Toa Payoh**

After school “Enhanced Enrolment Programme” to engage latchkey students and those lacking family support through activities in a safe space to foster positive values and emotional wellness.

## Highlights

This is the first year the programme is being run. The programme saw the children opening up socially, in spite of their challenging backgrounds which had caused them to be generally reserved in class and often under-performing academically relative to their peers.

Through ice-breaker games, participating students became very open in sharing about their various experiences and views. They were keen too to get to know one another and to bond with the facilitators whom they had quickly warmed up to.

The music lessons were new to most of the students, but by the end of the semester, many of the students enrolled in the

## Music lessons, A big hit!

music lessons were able to play simple chords and even a whole song with ease. The more adept ones were even able to play along with songs. The P6 group of students were particularly interested in learning music,

### PROGRAMME FACTSHEET

#### PROGRAMME COORDINATOR

Aaron Pereira

#### CORE TEAM

Aaron Pereira  
Kenneth Teo

#### VOLUNTEERS

6

#### ENROLMENT

16 (Primary 4-6)

#### VENUE

First Toa Payoh Primary School

#### FREQUENCY

Once a week, 2 hours per session (P5s)  
Once a week, 3 hours per session (P6s)

and though BCCS did not have many sessions with them before their PSLE, 4 students were even able to play along with a song when they joined us after the PSLE for the remaining sessions till the end of the programme.

## Evaluation

The programme succeeded in instilling confidence, as well as developing perseverance and resilience in these students. Although many of them found some of the activities and music lessons challenging, with encouragement and sheer determination, small improvements were achieved each week resulting in many being able to play along to songs and chords comfortably by the end of the programme. More importantly, through these activities, they learnt to communicate feelings and challenges they face, a cathartic process which helped to enhance their well-being.

The school teachers who had also joined in sessions were especially impressed with the aptitude of the students who were learning to play a musical instrument for the first time. They were amazed that these kids were communicating so comfortably with the facilitators as that is often not the case with their school teachers.

The programme contact from FTPPS shared that the school was extremely happy with the outcome of the programme and they



would like BCCS to continue this work in FTPPS in 2023 and are even keen for us to add on more such programmes for latch key kids from other levels. He too was amazed at how the students shared very openly about their lives and how engaged they were with the facilitators throughout the sessions.

From the students' perspective: feedback was just as positive as many openly expressed that they looked forward to the lessons each week and even wished that the lessons could be longer and more frequent.

## Challenges and Going Forward

There are definite plans to carry on KidsZone EEP at FTPPS for 2023, with more sessions due to the positive response of students and teachers in 2022. Going forward, a new KidsZone programme for P3-P4 students has been planned. The aim is to teach life skills such as standing on one's own two feet without adults around since they are often growing up in an isolated social environment.



## BCCS Tuition

*To improve chances of success for academically weak students from low income families so as to facilitate continuity in their educational pursuit.*

### Highlights

Our tuition programme and activities reverted to normalcy progressively in 2022 in tune with the easing of the COVID-19 pandemic control measures in Singapore.

We were thankful that Tuition@Bartley was allowed to resume full operation albeit with some measures such as temperature taking, mandatory

wearing of masks & 1 metre social distancing still in place to minimise the risk of an outbreak of COVID-19 within the premises.

Where possible, tutors made it a point to communicate with parents to ask of their well-being when they come to pick up their children at the end of each tuition session.

All major festive celebrations such as Chinese New Year, Hari Raya and Christmas, however, had to be put on hold as part of COVID-19 pandemic restrictions.

Instead, a financial literacy workshop was organised on 9 July 2022, conducted by students from Republic

# ON SITE TUITION RESUMES

### PROGRAMME FACTSHEET

#### PROGRAMME COORDINATOR

Deborah Pay

#### CORE TEAM

Angela Tan  
Jeremiah Cheong

#### VOLUNTEERS

21

#### ENROLMENT

52  
(Pri 1 to Sec 5)

#### VENUE

Bartley Tuition Centre.  
4 How Sun Drive,  
Singapore 538526

#### FREQUENCY

Every Saturday  
10:00 a.m. to 12:00 p.m.  
(2 hours) during  
school term



Polytechnic. Our students from the tuition programme were taught simple financial planning such as budgeting, differentiating between needs and wants, spending within our means, thrift and savings, which was made fun and interesting with interactive games.

To mark the end of the academic year, our students were treated to a fishing trip at ORTO on 25 November 2022, the only outing for the year.

Our team of volunteer tutors were not forgotten. In appreciation of their year-long dedicated service, they were treated to a sumptuous dinner and some 'chill' games at the BCCS' Volunteer Appreciation Night event held on 6 August 2022.

## Evaluation

A total of 4 students sat for the PSLE in 2022 which saw 1 qualifying for Express, another for Normal-Academic and 2 for Normal-Technical streams. 2 eventually opted for Normal-Academic and the other 2 for Normal-Technical. We are proud to report that one of our P6 students topped his cohort for the Foundation Mathematics subject. Last year our staff had arranged for him, his mother and younger sister to live in a shelter after discovering that his father had been physically abusing them. His parents then sought a divorce. Coming out of such a situation and receiving such an

award, it was no wonder that our tutors and staff were absolutely overjoyed on hearing the news..

A total of 13 students sat for the National Examination GCE 'O' Level in 2022, out of which, 4 qualified for polytechnic education while 8 for further studies at our institutes of technical education (ITE). One decided to embark on a working career.

## Challenges and Going Forward

As tuition is an on-going, year-long programme and so demanding longer commitment from volunteers, recruitment of tutors for this medium/long term duration is a constant challenge. Additionally, as tutors need to be familiar with MOE's (Ministry of Education) curriculum, in order to engage students in a relevant manner, the difficulty in recruitment of suitable tutors is exacerbated.

A few had stayed away for safety reasons during the COVID-19 pandemic. We trust



God for His provision for more willing and able volunteers for the programme.

Going forward, our current team of tutors is looking forward to helping students reach greater heights in their academic pursuit in 2023 .



BCCS



### Holistic Outreach Programme to Empower

*To bring about stability for vulnerable low income individuals/families to allow them to function normally so as to be reintegrated into society with confidence.*

## Highlights

Our clients are low income and/or vulnerable individuals or families who are typically in some kind of financial difficulty with children doing poorly in school or are having marital issues or a combination of many of these issues.

BCCS' service usually starts with a request for help through our community partners. Once the case has been referred to us, arrangements will be made for a home visit for a face-to-face session to understand the client's predicament. Then together with the client, a plan on how best to alleviate the situation is agreed on.

Our programme executive will help them take the important first step and follow up closely

thereafter on their progress with phone calls and follow up visits, holding them accountable for their part in the agreed plan.

If the plan involves financial assistance, counselling sessions

**Where there  
is a will,  
there is hope**

will always be arranged to help them better understand their predicament themselves, to see their problems from a different perspective and motivate them to take little steps to overcome the obstacles in their lives.

## PROGRAMME FACTSHEET

### PROGRAMME COORDINATOR

Angeline Chwee  
Chew Chee Kuan

### CORE TEAM

Angela Tan  
Jeremiah Cheong

### VOLUNTEERS

9 (3 for counselling from Restoring Peace Consultancy)

(4 for tuition under Tuition@Bartley and 1 on zoom)

(1 for abuse prevention from Shelter Home)

### ENROLMENT

85 including those under free Break fast meals project

### VENUE

Individual beneficiary's home and various designated locations

### FREQUENCY

As and when needed

However, when clients get into chronic financial problems usually arising from prolonged unemployment, be it due to a physical condition, mental issues or simply due to unrealistic expectations, causing the inability to hold down a job and often compounded by complex family circumstances, we refer them to a SSO (Social Service Office) or a FSC (Family Service Centre) to be under supervision of a social worker for more specialised help.

**Our hearts were gladdened when one client after receiving our initial help managed to find a full-time job to help sustain his family of 6. The head of the household was unable to hold a job previously and had been in heavy debt to a licensed money lender .**

Some clients would approach us for furniture, fridges, household appliances as they could not afford to replace or repair the faulty ones. Last year, we had the opportunity to answer the desperate call of an individual who as a result of a spinal injury was unable to work. Being homeless ever since, he was naturally overjoyed to be



eventually allotted a one room rental flat but alas, he could not afford to furnish it even with the basics needed to live in it. Here again, BCCS came to his rescue to furnish his flat through the donation of pre-loved furniture and household appliances. It was gratifying to see his spirits lifted again and again through the assistance, counselling and encouragement given him. We continue to journey with him.

As there are quite frequent requests for various items like clothes, shoes and school bags for children in these needy families, we would make requests known to our network of friends. Thankfully, we had never been disappointed with the response. Items donated included pre-loved traditional Malay clothes which were well received by our Muslim beneficiaries who used them for Hari Raya, other clothes and shoes for adults and children including a sound bar and some kitchen utensils. We had even received 6 cartons of popcorn which proved to be a real treat for the children.

Besides helping problematic cases, a total of 842 bento sets were given out to low income Muslim families for their Buka Puasa during the fasting month of Ramadan in Apr/May 2022. On average, some 45 families were blessed each Thursday over 4 weeks. Although some had moved out of the neighbourhood, they continued to come to collect the bento boxes for their families. Six foreign workers, all cleaners under the Marine Parade Town Council, and living in quarters in the neighbourhood were also included for the free bento meals.

## Evaluation

As it is apparent from the above, many were touched positively even though their difficult journey continues.



The client who had a spinal injury was so grateful for all the help he had received from BCCS that he sent along a testimony to express his heartfelt gratitude and was full of praises for our staff's warmth and concern, something so needed when he was in despair.

Effectiveness of this programme can also be seen in the other case where the client who after receiving interim financial help from us, finally landed himself a full-time job and is working towards clearing his personal debts with licensed money lenders .

The year culminated with some children of our clients being invited to take part in an event together with staff of our CSR corporate partner TE Connectivity. The children had loads of fun in the activities, enjoyed the food provided and BCCS received very positive feedback from the parents.

## **Challenges and Going Forward**

The journey towards self-reliance for our clients is a long and arduous one and improvements are not always tangible as many of their lives are entangled in a web of thorny issues.

With our new HOPE centre ready for operations end of December, and the total lifting of pandemic restrictions, we look forward to relaunching more relevant workshops to help individuals and families to be more resilient by building their capacity to handle responsibilities and equipping them with specific life skills to cope with their daily challenges.

### **EXCERPT FROM ELIA'S (NOT HIS REAL NAME) TESTIMONY:**

'...To begin, I had just had my spine operation in mid June 2022 and I have been homeless for a long time and was staying in a workers quarter, and end June I received a call from HDB that I had secured a one room flat in Chai Chee, it was the most happiest day in my life cause after my operation I had lost my job due to my long medical leave.

I received a call from Ms Angeline Chwee, a staff from Bartley Community Care Services who was very caring and helpful. She was like a friend I have known a long time ... guided me on what to do. On 1 July I received my house keys ... an empty house ...Ms Angeline had already made arrangements for my bed, my table and other house items will be delivered on the same day at 3.30pm. ...I received my washing machine and fridge too. An empty house was furnished with much love by Bartley Community Care Services.'



## BCCS FamilyZone

**To improve the physical and emotional well-being of low income and generally inactive seniors.**

### Highlights

Besides weekly distribution of lunch packs and visits to the more vulnerable to look into their needs, there was also conscious effort to engage the wheelchair bound seniors more. Weekly visits to these seniors' homes were carried out even though no outdoor programmes were organised for them. 2022 saw more visits and invitations given out to seniors to participate in our outdoor DAA.

### Home Digital Active Aging

Conducting Digital Active Aging (DAA) sessions at homes of beneficiaries which started at the end of 2021, was an idea incubated during the uncertain times of COVID-19 restrictions prohibiting gatherings of elderly. Our volunteers were deployed to engage seniors on

a one-to-one basis at his/her home. Armed with an electronic tablet, a volunteer would do exercises with the senior using apps downloaded for games (for mental stimulation) and for exercise (to enhance physical wellness).

### AMAH GOES DIGITAL

To encourage greater interaction, the volunteer would engage the senior in tactile board games as well.

Through a series of questions, the volunteer then collected information regarding how the senior is coping mentally, physically and socially.

### PROGRAMME FACTSHEET

#### PROGRAMME COORDINATOR

Peter Tan

#### CORE TEAM

Alice Tan  
Sally Ang  
Gary Tan  
Katherine Chia

#### VOLUNTEERS

5 (for home DAA)  
26 (for outdoor DAA)

#### ENROLMENT

6 (home DAA)  
85(Outdoor DAA at amphitheatre)

#### VENUE

Homes of clients in Lorong Lew Lian

Amphitheatre Opposite Blk 4, Lorong Lew Lian

#### FREQUENCY

**Saturdays**  
Lunch pack distribution

**Bi-monthly**  
Home DAA  
1st and 3rd Week of the Month  
10 - 11.15am

Outdoor DAA  
Every 2nd and 4th Saturday of the Month  
2pm -3.30pm

One-on-one home DAA sessions continued for those with mobility issues as an effective means of engaging them.

## Digital Active Aging @ Amphitheatre

When COVID-19 measure restricting group gathering was relaxed, DAA at the amphitheatre was launched. Here, mass exercise using apps on the tablets was conducted and tablet games requiring cognitive and motor skills were played. Board games were also played to encourage bonding amongst seniors and volunteers.

At these sessions, volunteers often entertained with their singing, followed by sing-along sessions with seniors bringing them good cheer and perhaps some nostalgia.

Stage games and competition for fun with prizes for winners added to the attractiveness of these events.

## Evaluation

For Home DAA, some seniors welcomed these sessions as they are conducted at their convenience without them stepping out of their home. The one-on-one engagement was more personal and facilitated bonding and relationship building. Seniors felt more at ease sharing their fear of digital learning.

Many also found it easier to share about their personal lives in the privacy of their

home environment, even allowing the volunteer to befriend other family members and to share BCCS' Family Zone activities happening in Lorong Lew Lian.

For DAA@amphitheatre, seniors seemed to enjoy the mass exercises as besides it being a change from their normally inactive lifestyle, it was something they could see and feel as healthy and beneficial for them. Self-conscious seniors did not feel so inhibited when doing exercises in a group.

**With close supervision of volunteers, seniors overcame their phobia of learning and playing digital games. This introduced them to the irreversible world of digital dominance which those who come after them are already embracing as part of life.**

Traditional singing and stage games gave seniors opportunities to make new friends, and reasons to come back for more. In fact, seniors are the ones who helped greatly in promoting the programme by inviting their friends staying nearby and within the Braddell Heights constituency.

The increase from about 15 Seniors to an average of 40 per session testifies to the popularity of our DAA programme.



## Challenges and Going Forward

The number participating in Home DAA has remained consistent at 6, of which 4 also attended the outdoor sessions. Seniors who do not have serious mobility issues are encouraged to join our outdoor DAA sessions. We will continue to do our door-to-door outreach to encourage, seek out and educate those who may have fallen into the cracks about the benefits of our DAA programme

For the outdoor DAA, our goal is to encourage 100 seniors to attend at least 12 sessions over a period of 12 months. At least 85 seniors have attended one session with us and we will continue to encourage others to join in now that COVID restrictions are behind us. This will mean more electronic tablets and more volunteers will be needed.

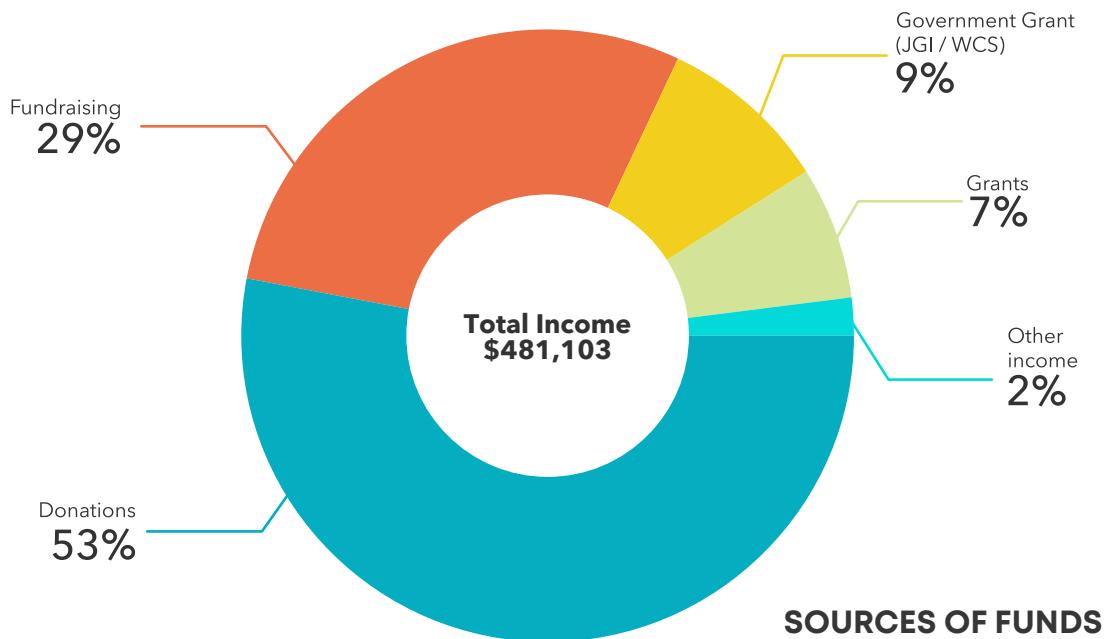


With the success we are seeing for the outdoor DAA in Lorong Lew Lian, we are hoping to replicate the programme in other precincts.

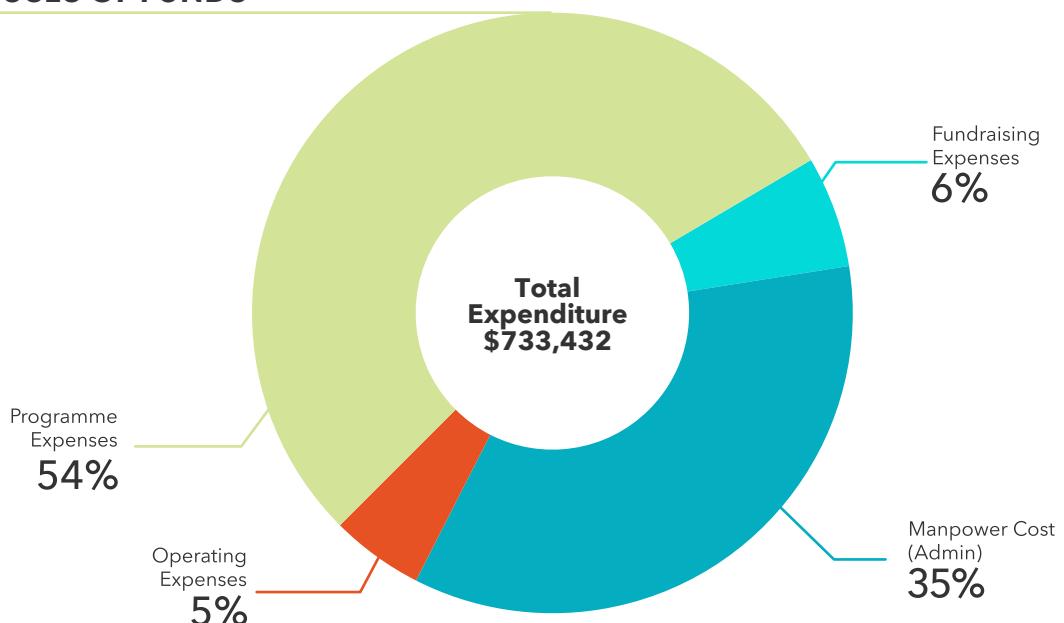
As minding of elderly at such events requires a relatively high volunteer:client ratio, recruitment of many more volunteers for each session will be a challenge. We plan to step up our recruitment drive.



# Sources & Uses Of Funds



## USES OF FUNDS



The audited financial statements can be found on the charity portal [www.charities.gov.sg](http://www.charities.gov.sg)

### Find us Online



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