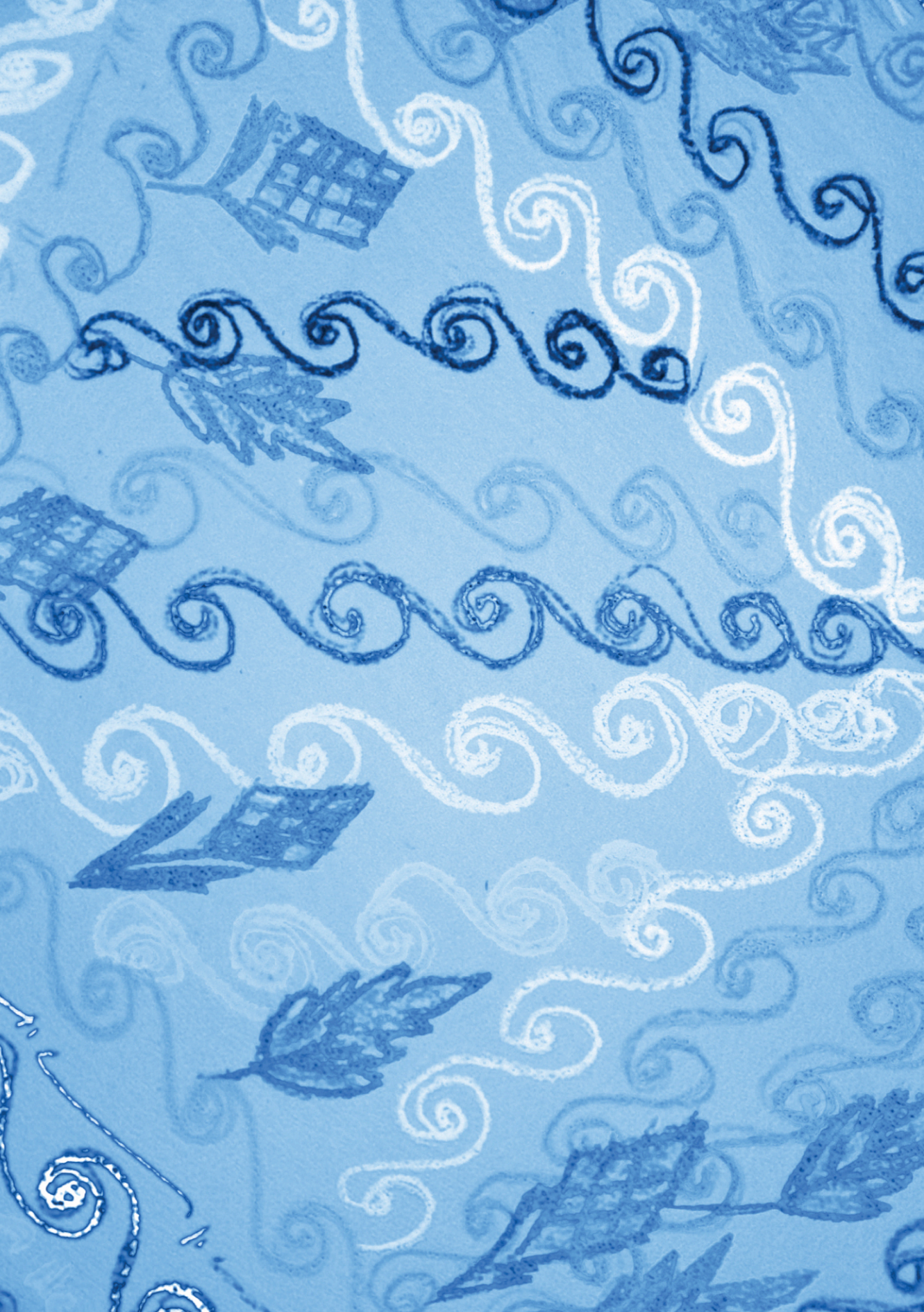


# SMALL STEPS Big Impact

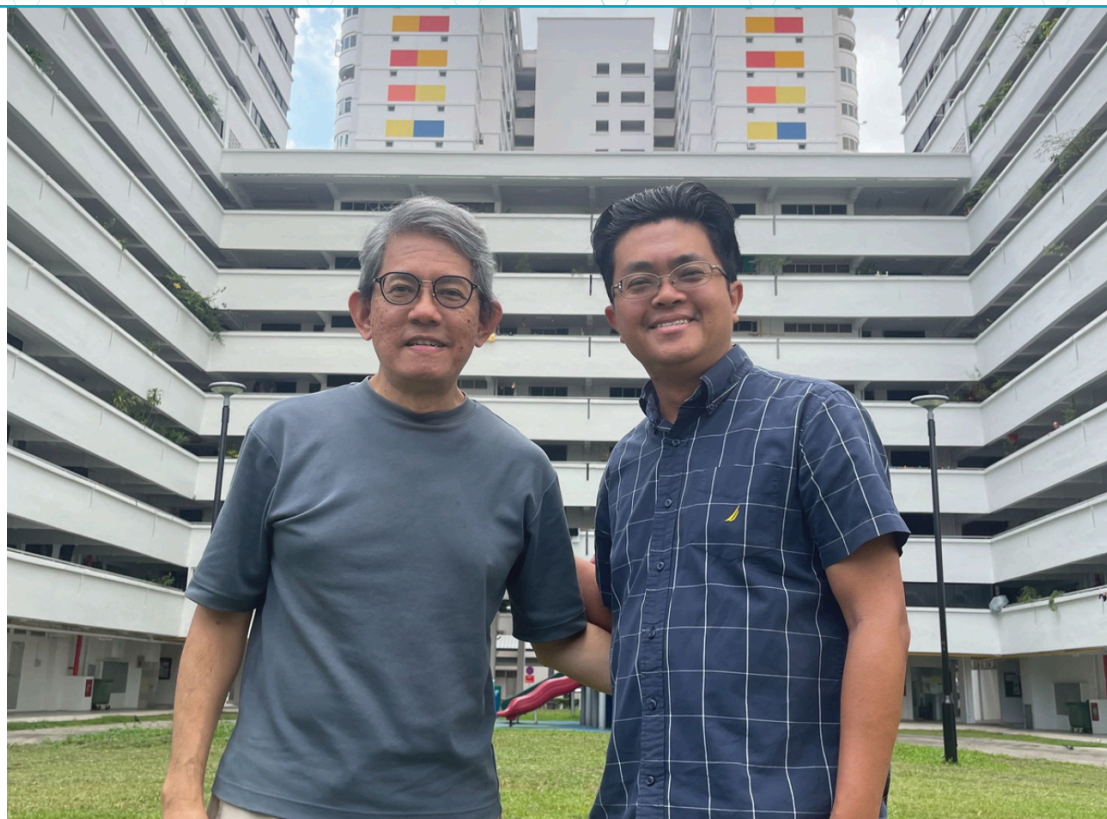
Annual Report 2024





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## Joint Message from Chairman & Director of Programmes and Services

*Serving with Faith, Love, and Purpose,  
25 Years of Community Care*

"Let us not grow weary in doing good, for at the proper time we will reap a harvest if we do not give up." Galatians 6:9

### DEAR FRIENDS AND SUPPORTERS,

2024 was a year of growth, deeper engagement, and renewed commitment to serve the vulnerable and under-resourced in our community. Together with our dedicated volunteers, staff, and partners, we continued to live out our mission of Touching Hearts, Building Lives – walking alongside children, families, seniors, migrant workers, and youth in need of

support, hope, and a listening ear.

Every effort, no matter how small, has the potential to create meaningful change. We have seen how children grow in confidence through our phonics and tuition programmes, how isolated seniors find connection and purpose through our befriending and activities, and how families in crisis regain a sense of stability through timely, practical support. These stories

remind us that the heart of our work lies in people – in being present, in encouraging resilience, and in restoring dignity.

As we continue to evolve, we are also deepening our commitment to sustainability through our Zero Waste Initiative. In line with Environmental, Social, and Governance (ESG) principles, we've stepped up our efforts to rescue and redistribute excess fruits, vegetables, and perishables that would otherwise go to waste. This initiative not only meets real needs within low-income communities but also reflects our responsibility to steward resources wisely for future generations.

This past year also marked a season of transition in our leadership team. We would like to make special mention of invaluable contributions of Mr Anson Quek (Director of Business Operations) and Ms Lee Tai Luang (Treasurer), who have faithfully served BCCS with unwavering dedication and exemplary excellence. As we bid them farewell, we warmly welcome Mr Bryan Hoe (Treasurer) and Mr Daniel Teh (Head of Corporate Services), whose experience and

passion will strengthen our mission moving forward.

To our volunteers, donors, and community partners – thank you. You are the reason our work is possible. Your kindness, commitment, and generosity have brought hope to those facing difficult circumstances and have made BCCS a true community of care.

Looking ahead, we warmly invite more individuals to be part of this journey.

If you have a desire to make a difference, to serve with compassion, or to simply be a friend to someone in need, we welcome you on board. Together, we can continue to uplift lives, promote inclusion, and build a more caring and resilient society.

With gratitude and faith,

**Roch Koh**  
**Chairman**

**Kenneth Teo**  
**Director of Programmes & Services**

## About BCCS

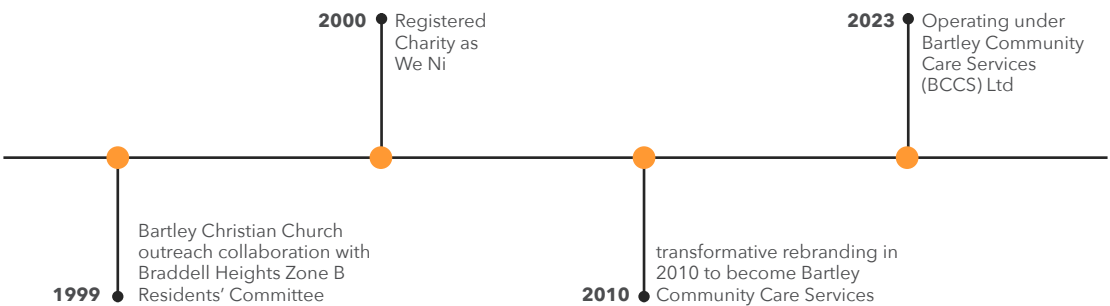
# Bartley

Community Care Services

Bartley Community Care Services (BCCS) Ltd has had a long and dedicated history of supporting individuals and communities with compassion and purpose.

Work started in 1999 as a community outreach by Bartley Christian Church in collaboration with Braddell Heights Zone B Residents' Committee covering 21 blocks in the Serangoon area through ad hoc events.

It was officially established as Wei Ni and registered as a charity in 2000 but underwent a transformative rebranding in 2010 to become Bartley Community Care Services. In 2022, we incorporated as a Company Limited by Guarantee, marking a new chapter in our growth and service delivery, which began operating under this structure in 2023 covering a wider geographical area within Singapore.



## OUR PURPOSE

Our charity is dedicated to enhancing the well-being of individuals and families by addressing their real and pressing needs through a holistic approach. By providing customised programmes to promote physical, emotional, social, and economic stability and through compassionate support, practical assistance, and sustainable solutions, we aim to foster resilience, restore dignity, and create opportunities for a better future for our low income community.

## OUR MISSION

### TOUCHING HEARTS | BUILDING LIVES

reflects our commitment to making a lasting, positive impact in the lives of those we serve.

## 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"*

reflects our aim to help create a society where all individuals including the poor, disadvantaged, elderly and those entangled in unfortunate circumstances are given second chances to turn their lives around and play a part in contributing positively to the community.

## OUR CORE VALUES

**INTEGRITY, COMPASSION,  
ACCOUNTABILITY, RESPECT,  
COMMITMENT**

As we reflect on our progress in 2024, we celebrate the many milestones reached, driven by our passion for fostering an inclusive, supportive, and empowering environment.

We invite you to join us in celebrating these achievements as we continue to create pathways for individuals to thrive, to reach new heights as we move forward together.

The theme of this year's Annual Report, "**Small Steps, Big Impact**," embodies our belief that even the most modest actions can lead to transformative outcomes. Each step we take, no matter how small, contributes to the bigger picture of change and growth for those we support.

## Charity Governance

At Bartley Community Care Services (BCCS) Ltd, strong corporate governance is a cornerstone of our mission and purpose. We are committed to managing the charity with transparency, integrity, and in full compliance with applicable regulations, to maintain public trust and uphold our responsibilities to our beneficiaries and stakeholders.

### GOVERNANCE STRUCTURE

BCCS is governed by a Board of Directors that is responsible for setting strategic direction, overseeing financial performance, and ensuring operational effectiveness. The Board is supported by various committees to ensure compliance with our Constitution and By-laws, which are established in alignment with the Code of Governance for Charities and Institutions of a Public Character (IPC), as well as other relevant guidelines issued by the Charity Council and the Commissioner of Charities in Singapore.

The Board also jointly monitors and evaluates governance practices regularly to ensure continual improvement and accountability.

### COMMITTEES

We currently have eight standing committees, each responsible for key functions critical to the effective operation of the charity. These committees operate with clearly defined roles and responsibilities, guided by established policies and headed by a board member:

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

## KEY POLICIES

BCCS has adopted several key policies to uphold the principles of good governance:

### CONFLICT OF INTEREST POLICY

All Board members, staff, associates, and volunteers are expected to act in the best interests of the organisation. Any actual or potential conflicts of interest must be declared to the Board. Individuals are expected to abstain from decision making where such conflicts may exist.

### WHISTLEBLOWING POLICY

We are committed to maintaining lawful and ethical conduct across all areas of our work. This policy provides a safe channel for individuals to report misconduct or improper activities without fear of reprisal.

### STRATEGIC PLANNING POLICY

The Board ensures that resources are well-managed and aligned with strategic priorities. Plans are reviewed regularly to ensure our activities support the long-term sustainability and mission of the charity.

### ENVIRONMENTAL, SOCIAL, AND GOVERNANCE (ESG) POLICY

We are committed to sustainable practices. Environmentally, we strive to reduce our carbon footprint. Socially, we support the well-being of employees and volunteers and adhere to ethical fundraising standards. From a governance perspective, we maintain accountability through compliance with relevant regulations. The audit committee proactively identifies and calls out actions to mitigate risks.

### RESERVES POLICY

BCCS targets maintaining reserves equivalent to 1.5 years of operating expenditure. This is reviewed annually to ensure financial resilience and the ability to support current and future initiatives.

Additional policies and procedures can be found in our Human Resource Policy, Code of Conduct, Volunteer Handbook, and By-laws.

### DISCLOSURE

There is no staff whose annual remuneration is in excess of \$100,000.

Our Director of Programmes and Services is seconded from Bartley Christian Church.

No staff member is a close relative of the Executive Head or a member of the governing board.

No board member receives remuneration for their duties or services to the organisation.

### CONCLUSION

BCCS complies with the Code of Governance for Charities and IPCs. Our Governance Evaluation Checklist is available on the Charity Portal at [www.charities.gov.sg](http://www.charities.gov.sg). The Board and management remain committed to maintaining the highest standards of governance, with continuous efforts to enhance practices in response to the evolving needs of the charity and its stakeholders.

# Corporate Information

ENTITY NAME	Bartley Community Care Services (BCCS) Limited
UEN	202238670W
CONSTITUTION	Company limited by guarantee (CLG)
DATE OF INCORPORATION	01 November 2022
IPC STATUS	Approved 10 February 2023
REGISTERED ADDRESS	31 Balam Road #01-127 Singapore 370031
BANKER	DBS Bank Ltd
ACCOUNT NO	072-967492-2
AUDITOR	Fiducia LLP
CONTACT DETAILS	+65 69088122   info@bccs.org.sg   www.bccs.org.sg

For donations, Scan the Paynow QR Code  
using your mobile banking apps



Find us Online



@bartleycare | bccs.org.sg

## Our Board

The Board of Bartley Community Care Services (BCCS) Ltd is committed to maintaining a strong, diverse, and effective governance structure. Recognising the importance of a wide range of skill sets and experiences, the Board actively seeks individuals with relevant expertise to enhance its collective capability. It is also mindful of the need for leadership renewal and succession planning to ensure continuity and resilience.

To this end, the Board regularly reviews its composition and is proactive in identifying potential candidates who can contribute specific competencies aligned with the organisation's strategic needs—such as finance, social services, governance, and community engagement.



Roch Koh Soon Yao



Bryan Hoe Huisheng



Lee Tai Luang



Low Lye See



Ong Beng Thiam



Jeffrey Lum Kah Leong



Benjamin Pong Chee Kin



Lye Puat Fong



Kenneth Teo Meng Teck

6 Board meetings were held in 2024.

Board Member	Board Position (Date appointed)	Appointment to Board	Attendance	Current Appointment/ Organisation
Roch Koh Soon Yao	Chairman (1 Nov 2022)	1 Nov 2022	6	Managing Director   Red Lips Foods Pte Ltd
Ong Beng Thiam	Vice - Chairman (1 Nov 2022)	1 Nov 2022	6	Vice President   Human Capital Accuron Technologies
Low Lye See	Secretary (1 Nov 2022)	1 Nov 2022	5	Retiree   Former Business Operations professional in an MNC
Lee Tai Luang <sup>1</sup>	Treasurer (1 Nov 2022)	1 Nov 2022	4	Retiree   Former Finance professional in real estate sector
Bryan Hoe Huisheng	Treasurer (20 July 2024)	22 June 2024	3	Head   Accountant-General's Department
Kenneth Teo Meng Teck <sup>2</sup>	Member	1 Nov 2022	6	Director of Programme & Services Bartley Community Care Services (BCCS) Limited
Lye Puat Fong	Member	1 Nov 2022	5	Retiree   Former Business Operations professional in an MNC
Benjamin Pong Chee Kin	Member	1 Nov 2022	4	Retiree   Former Business Operations professional in an MNC
Jeffrey Lum Kah Leong	Member	22 June 2024	3	International Medical Advisor OMF International Board member, St Luke's Hospital

<sup>1</sup> Stepped down as Treasurer in July 2024 and resigned from the Board on 1 Sep 2024.

<sup>2</sup> Has been acting in the capacity of the chief executive officer and will be officially appointed as the executive director in January 2025.

▼ Board members at National Day Celebration with Tuition@Bartley group



# Our Staff

## PROGRAMMES & SERVICES



**Kenneth Teo Meng Teck**  
Director of Programmes & Services



**Aaron Everson Pereira**  
Assistant Manager, Programmes



**Angeline Chwee Siew Kee**  
Executive (Programme)

## BUSINESS OPERATIONS



**Anson Quek Swee Koon**  
Director of Business Operations  
(Resigned November 2024)



**Daniel Teh Ding Hai**  
Head of Corporate Services  
(Joined November 2024)



**Anne Yee Oi Khuen**  
Senior Executive  
(Admin & Accounts)



**Janice Leola Ong Leng Choo**  
Executive  
(Fund Strategy & Corporate Communication)

## PART-TIME TEAM (CONTRACTED FOR PROGRAMMES AND SERVICES)



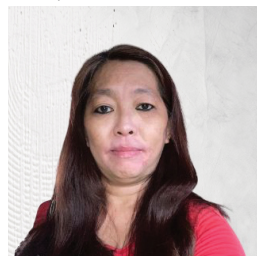
**Peter Tan Cheng Wah**  
Social Service Contractor



**Jane Lim Lee Meng**  
Social Service Contractor



**Chew Chee Kuan**  
Social Service Contractor



**Jenny Ho Geok Eng**  
Social Service Contractor



**Lim Chwee Ling**  
Consultant  
(Corporate Communications & Public Relations)

## MAXIMISING IMPACT THROUGH RESOURCEFULNESS

As a small charity, we remain prudent and resourceful in the deployment of our human resources. We have recruited a dedicated group of volunteers who support both frontline efforts and corporate functions. Our lean team of staff – some on flexible work arrangements – often take on multiple roles to ensure operational efficiency. In addition, our Board members are highly involved and regularly contribute hands-on support. This collaborative and agile approach enables us to stay focused on our mission while optimising our limited financial resources to better serve our beneficiaries.



Volunteers Thanksgiving Lunch 2024 ▲

# Our Volunteers

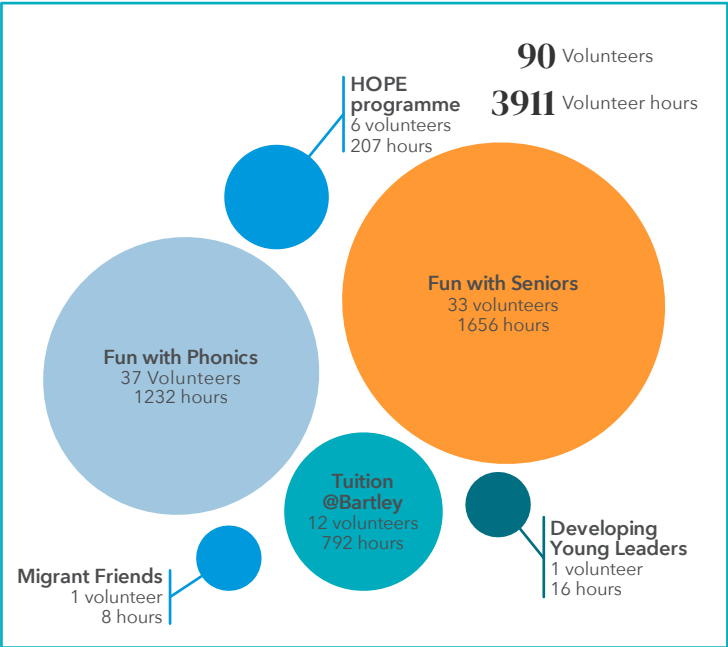
## THE HEART OF OUR MISSION

At Bartley Community Care Services (BCCS), our volunteers are the beating heart of everything we do. Over the past year, they have devoted countless hours to uplifting children, youths, seniors, migrant workers, and families in need. Through teaching, mentoring, listening, caring, and simply being present, they have offered hands of friendship and hearts of understanding – ensuring that no one feels forgotten and that every person knows they matter.

Our programmes and services are sustained largely by the dedication of these volunteers, many of whom have faithfully contributed their time and expertise over many years. Every initiative, including Tuition@Bartley – a fully volunteer-run programme held weekly on Saturdays – thrives because of their steadfast support.

As we look back on the lives touched through BCCS this year, we are deeply aware that none of it would have been possible without our volunteers. They are the living embodiment of our mission: touching hearts and building lives.

The figures presented in this report pertain solely to the volunteers and volunteer hours dedicated to our regular programmes and services. They do not include the additional contributions made towards special fundraising projects, nor the time and efforts of our board members, all of whom serve on a voluntary, unpaid basis.

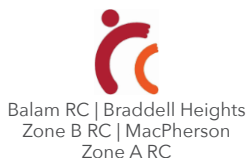


# Acknowledgments

## Our Partners

Our work would not be possible without the invaluable support of our community partners. Our collaboration with them has helped us identify where assistance is most needed, connect with dedicated volunteers, and access suitable venues for our activities.

Their on-the-ground insights and ongoing support enabled us to reach further and serve more effectively. They are undoubtedly an essential part of our mission.



## Our Major Donors



To all our donors, named or unnamed, we say a big 'Thank You!'. Each gift big or small plays a vital role in sustaining the ongoing work of BCCS.

Your generosity empowered us to continue serving the community and making a meaningful impact. Thank you for standing with us.

## Our CSR partners



▲ TE Connectivity pledged their continued support for BCCS GoMAD Fundraiser at TE's Staff Appreciation Dinner 2024



▲ Volunteers from Agrocorp at Fun with Seniors (Lorong Lew Lian)'s Mid-Autumn Festival event

A special note of thanks goes to TE Connectivity, whose support over the past three years has significantly contributed to our work. Last year, their warmth was again felt when they invited some of our beneficiaries and staff to their Employee Appreciation Dinner, creating memorable experiences for all involved. Additionally, their employees participated enthusiastically in our GoMAD 2024 fundraiser, with the company generously matching their contributions dollar for dollar.

We also deeply appreciate the consistent involvement of Agrocorp staff in our Fun with Seniors activities. Their time and energy have helped bring joy and companionship to many of our elderly beneficiaries.

# Fund Raising

## CHINESE NEW YEAR COOKIE SALES

The Chinese New Year Cookie Sales is a much-anticipated annual event, warmly supported by the congregation of Bartley Christian Church. This year's event took place over five weeks, from 3 January to 4 February 2024, leading up to Chinese New Year.

Sales were conducted both online and onsite every Sunday, with many dedicated volunteers manning the booths. A wide assortment of traditional and modern cookies, as well as attractive gift sets, particularly suitable as corporate gifts were available for sale. Ample tasting opportunities added to the festive spirit.

A special highlight was the inclusion of Truffle Samosas and Kueh Pie Tee Cups, generously donated by Red Lips Foods, which proved to be particularly popular among customers. The campaign also fostered meaningful bonding between beneficiaries and volunteers, who came together to pack the Truffle Samosas.

▼ CNY Cookie Sales



## FIVE LOAVES AND TWO FISH FOOD FAIR

The Five Loaves and Two Fish Food Fair was a heartfelt initiative that enabled many with a love for cooking and a heart for the less fortunate to contribute their time and effort towards supporting the disadvantaged community. Participants lovingly prepared and sold dishes at a lunchtime food fair, with all proceeds channelled to support the work of BCCS.

More than 20 home chefs showcased their culinary skills, offering a mouth-watering variety of dishes including pulled pork burgers, dry laksa, Korean bibimbap, curry chicken, mee siam, French viennoiseries, a delectable assortment of desserts and more.

Supported by family members and friends, this Sunday afternoon event in July was a fun and gratifying experience for all involved – truly embodying the spirit of "Small Steps, Big Impact."

## GOMAD 2024 – GO MAKE A DIFFERENCE

GoMAD (Go Make A Difference), our flagship fundraiser for the past three years, achieved a record milestone in 2024, raising over \$300,000 during a three-month campaign. This tremendous success was made possible in large part by a



Staff and volunteers all out promoting GoMAD 2024

government matching grant of 60 cents for every dollar raised under the Enhanced Fund-Raising (EFR) Programme.

A noteworthy contribution to the campaign's success came from Dr. Helen Kho, who generously donated 230 copies of her new book, *Hope for Tomorrow*, with all proceeds directed to the GoMAD campaign.

GoMAD is a dynamic online fundraising campaign that combines physical outdoor activity with community support. Participants set personal distance goals – walking, running, or cycling – over a stipulated period while rallying donors to sponsor their efforts. A leaderboard for distance clocked and funds raised fostered a friendly spirit of competition, motivating participants to achieve more.

The campaign culminated in a closing and prize-giving event, graced by our Guest of Honour, Mr. Seah Kian Peng, Speaker of Parliament and Member for Marine Parade GRC (Braddell Heights).



GoMAD24  
Closing  
Ceremony

# Our Programmes and Services

BCCS provides all programmes and services free of charge to lower-income families and a small migrant community. Eligibility is based on specific criteria, which typically include household income, per capita income, type of residence, and, in some cases, the type of CHAS (Community Health Assistance Scheme) card held.

Referrals to our services often come through the Social Service Office (SSO), community organisations such as Residents' Committees, or other partner agencies.

Our programmes cover a wide range of needs, including education support, family care, and active ageing, catering to clients

across all life stages—from preschoolers to the elderly.

At BCCS, we remain agile and responsive to evolving community needs. We regularly review our offerings—phasing out programmes that have fulfilled or outlived their purpose, refining existing ones for greater impact, and developing new initiatives to address emerging challenges.

Our work goes beyond transactions - it's rooted in relationships. The compassion and respect we offer may appear small but their impact is deeply felt and enduring. Small actions, Big impact!

## Programmes and Beneficiaries

<div>Fun with Phonics</div> <div>15</div>	<div>Tuition @Bartley</div> <div>26</div>	<div>Developing Young Leaders</div> <div>11</div>	<div>HOPE Programme</div> <div>387</div>	<div>Fun with Seniors</div> <div>169</div>	<div>Migrant Friends</div> <div>7</div>
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## Programme Partner



## Programme Location

Hope Centre,  
Blk 31 Balam Road, #01-127

## Frequency of Programme

### WEEKLY

From June to November,  
with a total of 25 sessions.

This includes two 3-day half-day  
camps—one in June and  
another in November.

## Volunteer Involvement

37

Number of volunteers

1,232

Total volunteer hours  
in 2024

# Fun with Phonics

## AIM

To equip Kindergarten 1 and 2 children from low-income families with a strong foundation in English, supporting a smooth and confident transition into primary school.

## DESIRED OUTCOMES

- Children possess basic English literacy skills upon entering Primary One
- Children feel confident and not inferior to their peers
- Children develop an interest in reading and learning
- Parents feel hopeful and confident about their child's learning journey

### ▼ Fun with Phonics lesson on Children's Day



# Impact achieved

The June half-day camp included a pre-course assessment to establish each child's literacy baseline. Based on the results, children were grouped by English proficiency levels to enable tailored instruction. A post-course assessment during the final November camp helped track and evaluate individual progress.

## Assessment Metrics included

- Letter and sound recognition
- Simple word formation
- Matching uppercase and lowercase letters
- Writing skills

**15** Total children enrolled

All K2 students showed noticeable progress

Two girls demonstrated exceptional improvement in letter-sound recognition

## Assessment Results

- Pre-course: 0/15 met expectations
- Mid-course: 5/15 met expectations
- Post-course: 13/15 met expectations

## Behavioural Changes Observed

- Increased eagerness to participate
- Greater confidence in using spoken English
- Improved emotional stability and classroom behaviour

## PROGRAMME HIGHLIGHTS

A unique feature of Fun with Phonics is the provision of lunch for both the morning and afternoon session participants. This initiative ensures that children attend the sessions without having to worry about their lunch, alleviating a common concern for families and removing a barrier to participation.

### Learning Approach

The literacy programme emphasised interactive and multi-sensory learning methods. Key tools and methods included:

### Jolly Phonics Letters sets

- Songs and rhymes to reinforce letter sounds
- Small group activities with alphabet cards and sound wheels
- Hands-on projects to create personalised phonics booklets, promoting phonemic awareness



▲ Lunch for the children

Children were given worksheets and a book of their choice to take home after each session, reinforcing their learning through continued practice and fostering a love for reading.

## Looking Ahead

Although there are constraints, we will continue to look for solutions to have the following:

**Earlier Start:** Begin the programme earlier in the year to allow coverage of more advanced topics such as vowel digraphs and to introduce basic reading modules.

**Kindergarten Collaboration:** Seek feedback from partner kindergartens on each child's progress following participation in the programme, to better understand long-term impact.

# Tuition@Bartley

## AIM

To provide academic support in English and Mathematics to academically weaker primary and secondary school students from disadvantaged families. Beyond academic tuition, we strive to support both students and their families holistically through:

- Mentorship
- Celebration of local festivals
- Outdoor learning journeys
- Family excursions

These initiatives are designed to foster strong relationships, promote social engagement, and enhance mental well-being for students and their families.

## DESIRED OUTCOMES

- Students pass their exams and progress to the next level of education or vocational training
- Students develop a desire to learn and stay motivated
- Students become confident individuals with strong self-esteem
- Improved mental wellness among students and their family members

▼ An outing to Changi Beach for tuition kids and family



## Programme Partner



## Programme Location

Bartley Christian Church, Level 2

## Frequency of Sessions

### WEEKLY

2-hour sessions with quarterly breaks aligned with the school calendar

## Volunteer Involvement

12

Number of volunteers

792

Total volunteer hours in 2024

# Impact achieved

<b>8</b> Primary School Students	<b>4</b> Sat for PSLE	<b>19</b> Secondary School Students	<b>3</b> 3 students passed and progressed to ITE (from GCE 'N' Level)	<b>27</b> Total Students Tutored
<b>3</b> Progressed to Secondary 1	<b>1</b> Enrolled in Northlight School	<b>1</b> student passed and progressed to ITE (from GCE 'O' Level)	<b>5</b> students received Merit, Good Progress, or Achievement awards	<b>10</b> students showed academic improvement, though not formally recognised with MOE awards

## PROGRAMME HIGHLIGHTS

Our tutors go beyond teaching English and Mathematics:

- They conduct regular reviews to assess each student's strengths and areas for improvement, tailoring lessons accordingly
- They serve as motivators and cheerleaders, offering consistent encouragement
- Tutors follow up with students and parents when absences become frequent
- They offer emotional support to parents, listening with empathy and helping understand challenges that may affect the child's learning. This deeper understanding allows tutors to provide more targeted support

## Looking Ahead

Recruitment of more tutors for **better student to tutor ratio**

Youth volunteers to serve as **peer mentors and role models**

Additional funding and resources to support **outdoor learning journeys** and family-oriented activities for more meaningful engagement outside the classroom



▲ Tuition participants having fun at Hari Raya Puasa Celebrations

# Developing Young Leaders

## AIM

To engage and empower vulnerable youths (aged 15-21) by providing a safe, nurturing space for them to grow into confident, discerning individuals who can contribute meaningfully to society.

## DESIRED OUTCOMES

By participating in the programme, youths will be able to:

- Communicate effectively
- Appreciate and practise teamwork and collaboration
- Solve problems and make sound decisions
- Discover their own strengths and weaknesses to set realistic personal goals
- Manage their time effectively, achieving a healthy balance between work and play
- Develop greater self-confidence

Engaging the participants through The Singapore Dream card game



## Programme Location

Hope Centre,  
Blk 31 Balam Road, #01-127  
or outdoor venues.

## Frequency of Programme

Once a  
**MONTH**

## Volunteer Involvement

**1**  
Number of volunteers

**16**  
Total volunteer hours  
in 2024

# Impact achieved

11

Number of youths enrolled

7

Sessions held

## Notable success

One participant demonstrated significant personal growth and has started giving back to the community by volunteering with BCCS in the Fun with Phonics programme, the Lunar New Year Mini Fair (fundraising event), and the Fun with Seniors programme.

Note: As the programme is still evolving, measurable outcomes remain limited at this stage.

## PROGRAMME HIGHLIGHTS

The Developing Young Leaders programme is a structured initiative designed to equip youths with essential life skills. Key areas of focus include communication, teamwork and collaboration, conflict resolution, goal setting, decision making, and time management. Through the programme, participants enhance their self-awareness, allowing them to better understand and accept their own strengths and areas for growth.

## Looking Ahead

**Strengthen friendships and bonds** with participating youths to better understand and support their needs.

Recruit 3-5 additional volunteers, ideally with experience in working with youths, to serve as **befrienders and mentors**.

**Expand the range of activities** and increase outreach to engage more vulnerable youths.



▲ An immersive escape room experience for our youth participants

A key highlight in 2024 was the “Red Devil” game at INMERS PLAY, an immersive escape room experience. Participants had to work in teams, think strategically, and react quickly to overcome challenges, providing a real-world opportunity to apply the skills acquired during training. The event concluded with a team-bonding lunch, which further strengthened friendships and camaraderie among the youths.

## Programme Partners



## Programme Location

HOPE Centre  
31 Balam Road, #01-127

## Frequency of Activities

### WEEKLY

distribution of fresh fruits and vegetables from wholesalers

### QUARTERLY

professional haircut sessions

### ONGOING

house visits for families under the programme's care

## Volunteer Involvement

6

Number of volunteers

207

Total volunteer hours in 2024

# HOPE Programme

## AIM

The HOPE Programme seeks to support low-income individuals and families facing crises or hardship by offering practical assistance through counselling, interim financial aid for urgent needs, grocery support, essential household items, and educational support for children. Additionally, the programme contributes to the nation's sustainability efforts by redistributing excess perishable food from wholesalers to the low-income community.

## DESIRED OUTCOMES

- Ensure that children are not deprived of basic necessities and have access to support for education.
- Empower caregivers and breadwinners to adopt a proactive and resilient mindset, paving the way for stable, harmonious family units built on hope, dignity, and fulfilment.
- Provide regular access to fresh fruits and vegetables, enabling healthier meals without straining limited household budgets.

▼ Sorting out rescued vegetables suitable for distribution



## PROGRAMME HIGHLIGHTS

The HOPE Programme walks alongside low-income individuals and families facing complex, multi-faceted challenges. These may include single-parent households, unemployment, or family members with physical and/or mental health issues. Through holistic and compassionate support, the initiative empowers families to move forward with hope and dignity.

### KEY SUPPORT INCLUDES

**Weekly Fresh Produce Distribution** In line with our zero-waste initiative, we distribute rescued fresh fruits and vegetables weekly, ensuring nutritious food reaches families in need while reducing food waste.\*

**Essential Household Support** We source new or gently used household items—appliances, furniture, clothing (including pre-loved), bedding, books, toys, and occasional treats for children—thanks to the generosity of donors and partner welfare organisations.

### Personal Grooming Services

Complimentary professional haircut sessions offered quarterly by licensed hairdressers to promote dignity and self-confidence.

### Administrative and Language Assistance

Help with reading, translating, and responding to official letters and documents from government bodies and agencies.

### Aid and Grant Application Support

We guide families through the process of applying for financial assistance, which may include meal and grocery vouchers, medical bill support, and other aid provided by BCCS as interim help or through collaborating organisations.

▼ Hair cut by professional hairdresser volunteer





▲ Buka Puasa bento meals distribution during Ramadan

## Impact achieved

**387**

Individuals served

Over

**\$7,128**

Estimated savings for beneficiaries

**All**

known children's needs successfully met

**356.4kg**

of fresh produce rescued and redistributed

The zero-waste food programme continues to receive strong positive feedback, serving not only as a food distribution channel but also as a gateway for beneficiaries to engage with other support services, such as active aging programmes.

**Employment Support Services** Through our network of supporters, we connect individuals to job opportunities that match their skills and needs.

**Buka Puasa Bento Dinners** Provision of bento dinner sets plus drinks and desserts once a week during the Ramadan season to Muslim families for their breaking of fast, a much welcomed meal.

\*extended also to other service users of BCCS's other programmes and elderly residents in the neighbourhood

## Looking Ahead

To deepen our reach and support, we are seeking:

**Professional support** to conduct **primary screening visits** to assess assistance needs

Volunteers to serve as **befrienders** to **build relationships** and provide emotional support



▲ Buka Puasa bento meals distribution during Ramadan

## Programme Partners



Braddell Heights Zone B Residents' Committee

MacPherson Zone A Residents' Committee



## Programme Locations

Jiale (家乐) at Hope Centre

Community Active Ageing (CAA) at Void Deck of Block 42, Circuit Road

Community Active Ageing (CAA) at Multi-Purpose Hall between Block 4 & 5, Lorong Lew Lian

Centre Digital Active Ageing for Wheelchair-Assisted Seniors (WAS) at Braddell Heights Zone B RC Centre, Block 6 Lorong Lew Lian

Home Digital Active Ageing (DAA) at beneficiaries' residences

## Frequency of Activities

**TWICE MONTHLY**

both precincts, except at MacPherson (Block 42), which runs once a month

**AS NEEDED**

Home visits

## Volunteer Involvement

**36**

Number of volunteers

**1,656**

Total volunteer hours in 2024



▲ Lantern-making at Jiale session

# Fun with Seniors

## OVERVIEW

Since its successful launch, Fun with Seniors has expanded to serve two precincts, offering seniors meaningful opportunities for social connection, physical activity, and emotional well-being.

## AIM

To promote active ageing by reducing loneliness and boredom among seniors (aged 62 and above), including those with limited mobility or who are wheelchair-assisted. Through regular, appropriately tailored, and enjoyable activities, the programme seeks to:

- Enhance seniors' physical and cognitive well-being
- Foster meaningful social connections within the community
- Uplift the morale and quality of life of participants

## DESIRED OUTCOMES

- Socially isolated seniors are encouraged to leave their homes and engage with others
- Seniors rediscover meaning and purpose in their daily lives
- Seniors find joy through nostalgic and familiar activities
- Wheelchair-assisted seniors feel included and valued
- Overall emotional and physical well-being of seniors improves

## PROGRAMME HIGHLIGHTS

### Jiale (家乐) Sessions

- Informal tea-time gatherings where seniors bond over snacks and drinks
- Singing of popular songs from the past to stimulate memory
- Games and exercises focused on enhancing hand-eye coordination
- Occasional health talks

▼ CAA seniors exercising with rubber balls



▲ Jiale seniors playing games that enhance hand-eye coordination

### Community Active Ageing (CAA)

- Low-impact physical exercises and team-based games
- Station games using board games and electronic tablets
- Stage competitions promoting team spirit and friendly rivalry
- Regular singalong sessions to boost confidence and reduce social inhibitions
- Opportunities for seniors and volunteers to engage in meaningful conversations

**Home Digital Active Ageing (DAA) and Centre Digital Active Ageing for Wheelchair-Assisted Seniors (WAS)**

- Home-based visits where board games and digital games are introduced
- Community gatherings for wheelchair-assisted seniors featuring board games, digital games, arts and crafts, and social interaction over refreshments
- Door-to-door outreach to personally invite and remind seniors to attend community activities

In addition to their regular activities, seniors were warmly invited to join specially organised celebrations of traditional festivals such as Chinese New Year, Mother’s Day, the Mid-Autumn Festival, and Christmas. Though simple, these events always featured traditional foods and customs associated with each festival, often bringing smiles to their faces as they reminisced about the good old days.

**Impact achieved**

**No. of seniors served**

**40** Jiale 家乐 at Hope Centre

**25** Community Aging Activity @Macpherson Road

**94** Community Aging Activity @Lorong Lew Lian

**6** Community Aging Activity for wheelchair assisted seniors @Lorong Lew Lian

**4** Digital Aging Activity (DAA) at residence of beneficiaries

**169**

Total seniors served (including 32 seniors with mobility issues or wheelchair assistance)

Several seniors who were previously isolated have become regular participants and have developed new friendships.

**Looking Ahead**

**More volunteers** needed for **home visits** and as **befrienders at community events**

**Professional support in mental wellness** would be welcomed to better address the emotional needs of seniors



WAS participant with her beautiful handicraft



### Programme Location

Hope Centre,  
Blk 31 Balam Road, #01-127

### Frequency of Programme

**BIMONTHLY**  
sessions

### Volunteer Involvement

**1**  
Number of volunteers

**8**  
Total volunteer hours  
in 2024

# Migrant Friends Initiatives

## AIM

This initiative aims to foster a strong sense of community belonging among migrant workers by:

- Introducing them to local food and culture
- Providing opportunities to interact with both fellow workers and local residents
- Offering social support to ease the emotional strain of family separation
- Improving overall mental well-being

## DESIRED OUTCOMES

Through regular engagement, the programme hopes migrant workers will:

- Relate better to the local community
- Develop friendships that provide support in times of need
- Find family separation more bearable
- Gain a more enriching and positive experience during their time in Singapore
- Feel welcomed and valued
- Become more productive through improved mental wellness

# Impact achieved

**7** town council cleaners enrolled

**4** Sessions held

## Outcomes

Workers reported feeling appreciated, more at home, and developed closer bonds with both staff and volunteers

## PROGRAMME HIGHLIGHTS

Prior to enrolment, each migrant worker (work permit holder) underwent a brief survey to understand their:

- Nationality and educational background
- Lifestyle habits (e.g. exercise and entertainment)
- Typical diet
- Level of connection with family and friends back home
- Sense of belonging or social disconnection
- Overall mental wellness

Using this data, BCCS tailored its support activities accordingly.

## Activities included

- Cultural food exchanges featuring both local dishes and cuisines from various countries
- Cultural sharing sessions to promote mutual understanding and appreciation
- Karaoke night, where participants sang in multiple languages to ease homesickness
- "Game On!" sessions, which featured engaging games like Jenga, remote control car racing, and a National Day Quiz



▲ Befriending migrant workers

- Zero food waste programme, allowing workers to collect fresh fruits and vegetables
- Buka Puasa gatherings, which provided additional opportunities for interaction with locals

## Looking Ahead

To enhance the programme's impact, we aim to:

**Introduce English language classes** to support workers' personal development and expand future employment opportunities, both in Singapore and back home

Recruit an **additional volunteer per session**, ideally someone enthusiastic about engaging with migrant workers

Engage **more volunteers to organise popular team sports and activities**, such as cricket and football, which are especially well-loved by our participants

## The Year Ahead

In terms of programme plans, our anticipated collaboration with the Howone Institute for the "Dance with Seniors" initiative did not materialise due to a very delayed approval of funding. Instead, we moved on by enhancing our engagement with seniors through more frequent sessions aimed at stimulating memory and cognitive functions.

As planned, we introduced Pickleball—a rapidly growing sport—as a new outreach activity, with the dual aim of attracting both participants and volunteers to our seniors programme. Using a court near to HOPE Centre, we organised sessions once a week, teaching the rules of the game and proper warm up. While overall participation has been modest, the regular attendees—all of whom were previously inactive—have shown enthusiasm to continue. One participant has even stepped forward to volunteer in our food rescue programme. To draw in more participants, we are considering adding an additional weekly session.

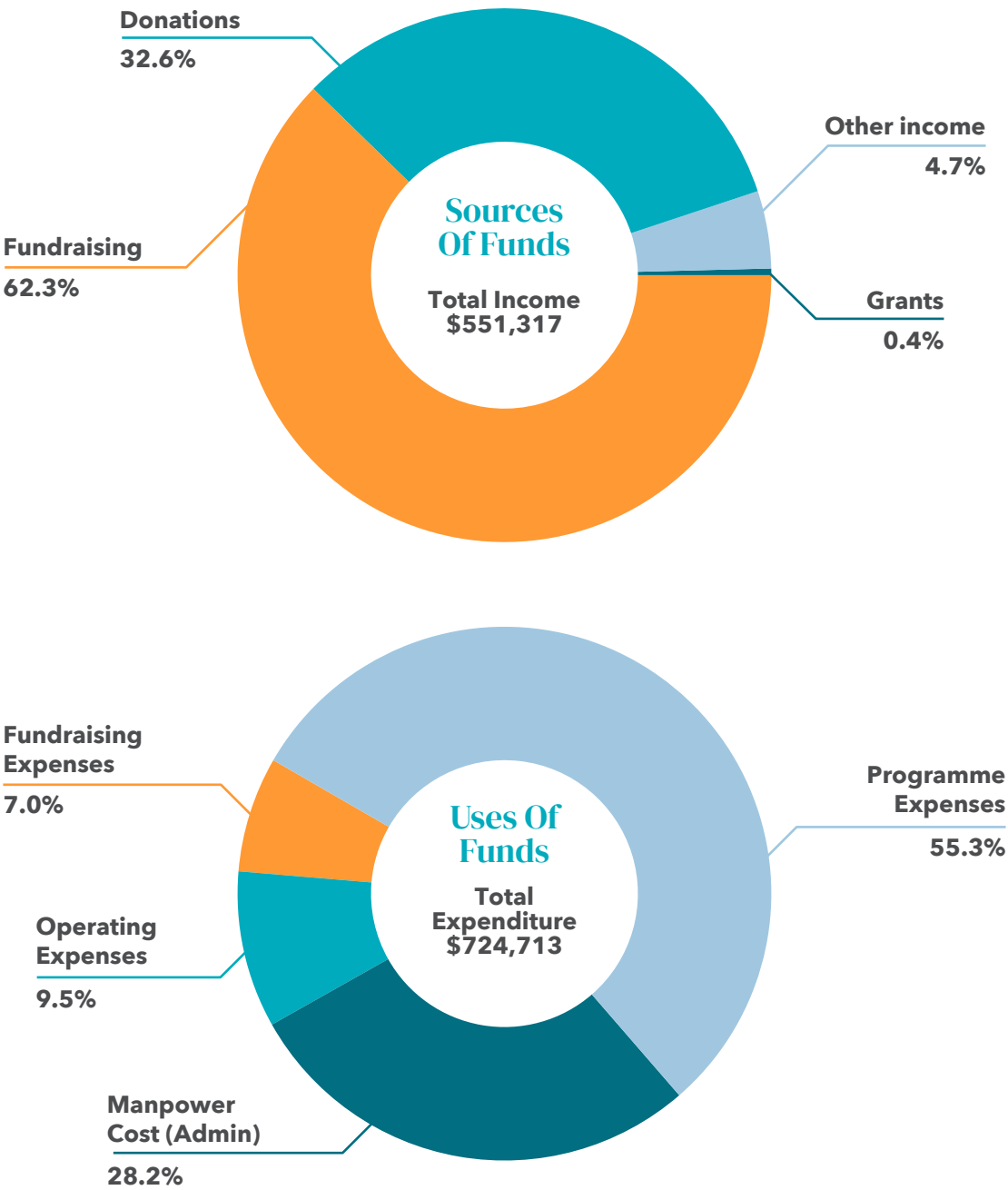
Moving forward, board renewal remains a key focus for the current Board, as we seek to broaden our capacity and inject fresh perspectives into the team.

To broaden overall support, we will continue pursuing partnerships with private entities interested in contributing to BCCS through their corporate social responsibility (CSR) initiatives

On the fundraising front, in addition to our flagship GoMAD event, we will maintain momentum through smaller-scale fundraisers. We continue to believe that small steps taken by many can lead to a big impact.

To further raise awareness of BCCS's mission and strengthen public and corporate support, we are also in the process of developing a new corporate identity that will guide us forward.

# Sources & 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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