



Annual Report 2002

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Mastering
Life's
Transitions

Our Identity

New Life Community Services Centre is a not-for-profit, voluntary welfare organization, committed to serving the Bukit Panjang community. Though established by and affiliated to Covenant Evangelical Free Church, New Life is conscious of the religious sensitivities of the community and therefore, its activities are non-religious, non-evangelistic, and available to all residents.

Our Mission

New Life seeks to enrich family and community life in Bukit Panjang through empowering people to master life's transitions.

Our Vision

New Life envisions itself as a household brand name for quality social services in Bukit Panjang.

Our Purpose

As the community services arm of Covenant Evangelical Free Church, New Life provides the platform to engage the community through a wide range of social services to enrich family and community life. New Life aims to complement established community services, working hand-in-hand with community leaders and residents to serve the Bukit Panjang community regardless of race or religion, and with no strings attached.

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**New Life Community Services Centre
Annual General Meeting**

30 March 2003 (Sunday) ■ 2.00 pm ■ 10, Jelapang Road ■

Agenda

1. Opening Address by Associate Pastor, Covenant EFC
2. Confirmation of Minutes of AGM 2002 and EOGM 2002
3. Matters Arising Therefrom:
 - 3.1. Update on the Amendments to the Constitution
 - 3.2. Revision of the Proposed FY2003 Budget
4. To elect a member to the office of Assistant Treasurer
5. To receive the reports of:-
 - 5.1. The President
 - 5.2. The Centre Executive & Staff Team
6. To consider and adopt the audited statement of accounts for FY2002
7. To consider and approve the Proposed FY2003 Budget
8. To appoint the Auditors for FY2003
9. Any Other Business
written notice of which must be given to the Secretary not later than (7) days before the date of the AGM.



New Life Community Services Centre ANNUAL GENERAL MEETING 2002

- 17 March 2002 (Sunday) • 1.30 – 4.00 pm •
- Covenant EFC Chapel • 10, Jelapang Road •

PRESENT

Members

Lawrence Chua	<i>President</i>
Tan Kay Kiong	<i>Vice-President</i>
Joyce Lim	<i>Treasurer</i>
Maureen Yap/Lim	<i>Secretary</i>
Loh Ngai Kun	<i>Committee Member</i>
Yew Woon Wah	<i>Committee Member</i>
John Lim	<i>Committee Member</i>
Soh Lea Sar	<i>Committee Member</i>
Lee Hui Khee	<i>Committee Member</i>
Lee Swee Bee	<i>Committee Member</i>
Pamela Choo	<i>Committee Member</i>
Matthew Woo	<i>Committee Member</i>

Observers

Edmund Chan
Tony Yeo
Poon Swee Boo
Lim Hua Min
Francis Wong
Isaac Sia
Ow Sui Yin
Leong Hoe Leng
Liu Hock Choy
Jenny Heng
Chong Khian
Gavin Mak
Betty Lee

Ex-Officio

Lee Da-Win (*Staff*)
Ng Kim Leong (*Staff*)
Bin Juat Wah (*Staff*)
Jin Quek (*Staff*)

APOLOGIES

Felix Lim	<i>Committee Member</i>	Eugene Lim	<i>Committee Member</i>
Edwin Pang	<i>Committee Member</i>	Maggie Tan	<i>Member</i>
Louis Tan	<i>Committee Member</i>	Sarah Hee	<i>Member</i>

Opening Address by Senior Pastor, Covenant EFC

1. Senior Pastor Rev. Edmund Chan opened the AGM with an address from Exodus 3:11 reminding all present that what really matters is "not who I am, but who God is". He urged New Life to press on, pledging the whole of Covenant EFC behind it as its volunteer base. He challenged New Life to organise one mega-project per year, harnessing the mass involvement of the entire church, while persisting in the current forays, such as tuition, counselling, etc. which provide on-going specialised services.

Confirmation of Minutes of AGM 2001

2. No amendments were made to the minutes of the 1st Annual General Meeting, held on 11 March 2001 (Sunday). The confirmation of the minutes was proposed by Rev. Tan Kay Kiong, and seconded by Dr Loh Ngai Kun.

Election of Office-Bearers and Management Committee (2002-2003)

3. The following members were nominated for election to the Management Committee:
 - 3.1. Lawrence Chua *for the office of* President
 - 3.2. Tan Kay Kiong *for the office of* Vice-President
 - 3.3. John Lim *for the office of* Honorary Treasurer
 - 3.4. Loh Ngai Kun *for the office of* Committee Member
 - 3.5. Soh Lea Sar *for the office of* Committee Member
 - 3.6. Edwin Pang *for the office of* Committee Member
 - 3.7. Pamela Choo *for the office of* Committee Member
 - 3.8. Yew Woon Wah *for the office of* Committee Member
 - 3.9. Matthew Woo *for the office of* Committee Member
4. The list of nominees was proposed by Ms Lee Hui Khee, and seconded by Ms Lee Swee Bee.
5. All the nominees were unanimously elected.
6. Mr Lee Da-Win registered a note of thanks to the out-going members of the Management Committee – Ms Maureen Yap, Joyce Lim, Lee Hui Khee, Lee Swee Bee, and Messrs Eugene Lim, Louis Tan and Felix Wong – for their hard work during New Life's pioneering stage.

[Afternote: The Management Committee (2002-2003) thereafter appointed Dr Loh Ngai Kun (with his consent) to the office of Honorary Secretary.]

Reports

7. The following reports were received by the General Meeting:
 - 7.1. **President's Report**

Mr Lawrence Chua highlighted the 3 H's (the human element) and 1 F (funding) as critical resources for New Life's sustenance. The 3 H's are the volunteers and staff with whom the community come into first hand contact; the need for common and equitable human resource policies to govern New Life staff; and Covenant EFC's cell groups, which provide the bulk of the human resources required for our outreach work. Finally, New Life needs to be aggressive in fund-raising, as it cannot depend entirely on Covenant EFC or New Life Childcare for income. This is particularly so as more funds would be required as New Life branches out into the community and as more programmes are drawn up.
 - 7.2. **Centre Executive's Report**

Mr Lee Da-Win presented a brief report of the programmes and services provided by New Life in the Year 2001. He also gave an overview of New

Life's mission, vision and strategy, as well as the immediate future plans for 2002.

Treasurer's Report: Audited Statement of Accounts for FY2001

8. Treasurer, Ms Joyce Lim, presented the Statement of Accounts for FY2001, duly audited by M/s TeoFoondWongLCLoong, Certified Public Accountants.
9. Mr Lim Hua Min queried if New Life Childcare should be required to pay rent for use of the church premises. Mr Liu Hock Choy replied that, while rent is not transacted *per se*, such cost was in fact borne by New Life. A portion of Covenant EFC's funding of New Life's annual budget was offset by the estimated rental value for use of church premises for childcare and office space. Mr Lee Da-Win added that this is reflected on Page 27 of the Annual Report (the Proposed Budget for FY2002).
10. The audited Statement of Accounts for FY2001 was accepted unanimously, after being proposed by Mr John Lim, and seconded by Dr Loh Ngai Kun.

Proposed FY2002 Budget

11. Treasurer, Ms Joyce Lim, presented the Proposed Budget for FY2002.
12. The Proposed Budget for FY2002, after being proposed by Mr John Lim, and seconded by Dr Loh Ngai Kun, was accepted unanimously by the General Meeting.

Proposed Amendments to the Society's Constitution

13. The following amendments to the Society's Constitution were considered:
 - 13.1. The sections entitled "MEMBERSHIP QUALIFICATION AND RIGHTS" and "APPLICATION FOR MEMBERSHIP" be combined under the heading "**MEMBERSHIP**".
 - 13.2. Article #5.1 be renumbered as #4.1, with no change in content.
 - 13.3. Article #4.1 be renumbered as 4.2, and re-phrased to read "**Members must be at least twenty-one (21) years of age and be either: a) Church Board Members of Covenant Evangelical Free Church; or b) Persons nominated by the Covenant Evangelical Free Church Board (with his consent).**"
 - 13.4. Article #5.2 be renumbered as #4.3, with no change in content.
 - 13.5. Article #5.3 be renumbered as #4.4, with no change in content.

- 13.6. Article #4.5 be inserted as a new rule, to read "***The term of membership is one year. Membership is subject to renewal on an annual basis.***"
- 13.7. Article #4.6 be inserted as a new rule, to read "***It shall be the responsibility of every member to renew his membership annually by completing the prescribed form, and submitting it to the Secretary.***"
- 13.8. Article #4.7 be inserted as a new rule, to read "***The Secretary shall send a written reminder of membership renewal to every member whose membership is due to expire, at his last known address.***"
- 13.9. Article #4.8 be inserted as a new rule, to read "***Members who fail to renew their membership will be deemed to have resigned from membership.***"
- 13.10. Article #4.9 be inserted as a new rule, to read "***New members may be admitted into the Society at anytime of the year, and their term of membership shall be subject for renewal only in the following year.***"
- 13.11. Article #5.4 be renumbered as #4.10, with no change in content.
- 13.12. Article #5.5 be renumbered as #4.11, with no change in content.
- 13.13. Article #5.6 be renumbered as #4.12, with no change in content.
- 13.14. Article #7.7 be amended to read "The following points will be considered at the Annual General Meeting: a) The previous financial year's accounts and annual report of the Management Committee, b) Where applicable, ***the election of office-bearers and trustees, and the appointment of auditors*** for the following term."
- 13.15. Article #8.1 be amended to read "The administration of the Society shall be entrusted to a Management Committee consisting of the following to be elected at alternate Annual General Meetings: ***Four (4) Office-Bearers***, A President; A Vice-President; A Secretary; A Treasurer; and ***Six (6) Committee Members***. Unless with the prior approval in writing of the Registrar or an Assistant Registrar of Societies, all members of the Management Committee should be either Singapore Citizens or Singapore Permanent Residents."
- 13.16. Article #8.6 be amended to read "Any member of the Management Committee absenting himself from three meetings consecutively without satisfactory explanations shall be deemed to have withdrawn from the Management Committee."
- 13.17. A new rule be inserted, numbered as Article #8.7, and to read "***The Management Committee may co-opt any person with the requisite qualifications to fill a casual vacancy arising from death, termination, withdrawal, resignation or any other reason hitherto,***"

provided that the number of co-opted members does not exceed one quarter of the whole Management Committee. A co-opted member of the Management Committee shall hold office only until the next Annual General Meeting. Any changes in the Management Committee shall be notified to the Registrar of Societies and the Commissioner of Charities within two weeks of the change."

- 13.18. (The existing) Article #8.7 be renumbered as #8.8, and amended to read ***"The Management Committee shall be the highest executive body of the Society and shall be vested with complete authority and responsibility to manage all activities of the Society. The Management Committee may not act contrary to the expressed wishes of the General Meeting without prior reference to it and always remains subordinate to the General Meetings."***
- 13.19. (The existing) Article #8.8 be renumbered as #8.9, with no change in content.
- 13.20. Article #8.10 be inserted as a new rule, to read ***"The Management Committee may, from time to time, appoint such sub-committees as may be deemed necessary for the delegation of its responsibilities, and determine their terms of reference, powers, duration and composition, provided however that the powers of the Sub-Committee do not exceed those of the Management Committee."***
- 13.21. Article #8.11 be inserted as a new rule, to read ***"The Management Committee may, from time to time, appoint employed staff to carry out the objects of the Society and to assist in performing operational duties pertaining to the Society's day-to-day activities. Employed staff, if any, shall act on behalf of, and are subordinate and answerable to, the Management Committee."***
- 13.22. Article #9.4 to be amended to read ***"The Treasurer shall ensure the custody and keeping of proper accounts of all financial transactions of the Society and their correctness. Day-to-day operational responsibilities of collecting and disbursing monies on behalf of the Society will be handled by suitable employed staff, if any."***
- 13.23. A new rule be inserted, numbered as Article #9.5, and to read ***"The Treasurer shall ensure that a sum not exceeding \$250/- per claim is expended for petty expenses, and that a sum not exceeding \$1,500/- is kept in the form of cash, with any money in excess of this being deposited in a bank to be named by the Management Committee."***
- 13.24. A new rule be inserted, numbered as Article #9.6, and to read ***"The Office-Bearers, and any Committee Member or employed staff designated by the Management Committee, may serve as bank signatories, with withdrawal limits as may be prescribed by the Management Committee from time to time. The Management Committee may, at***

its discretion and only with the expressed approval of the Treasurer, waive the above limits on a case-by-case basis for specific purposes as it may deem to be necessary."

- 13.25. (The existing) Article #9.5 be renumbered as #9.7, with no change in content.
- 13.26. Article #8.1 be amended to read ***"A firm of certified public accountants shall be nominated by the Management Committee to be appointed as Auditors at each Annual General Meeting for a term of one year and shall be eligible for re-appointment."***
14. The amendments to the Society's Constitution were approved unanimously by the General Meeting, after being proposed by Mr John Lim, and seconded by Dr Loh Ngai Kun.

Appointment of Auditors for FY2002

15. On behalf of the Management Committee, Mr Lawrence Chua nominated that Certified Public Accountants M/s **TeoFoongWongLCLoong** be re-appointed as auditors for FY2002. The nomination was accepted unanimously.

Any Other Business

16. There being no other business, Mr Lee Da-Win proposed a vote of thanks to President, Mr Lawrence Chua for chairing the AGM. He would also like to place on record a vote of thanks to all the volunteers who have served at New Life's frontline of service delivery.

The meeting was adjourned at 4.00 p.m. with Rev. Tony Yeo closing the meeting with a word of prayer.

Recorded by
Lee Da-Win
Recording Secretary

Vetted by
Loh Ngai Kun
Honorary Secretary

Approved by
Lawrence Chua
President



New Life Community Services Centre EXTRA-ORDINARY GENERAL MEETING 2002

• 26 October 2002 (Saturday) • 3.00 pm •
• Covenant EFC, Patience Room • 10, Jelapang Road •

PRESENT

Members

Lawrence Chua Kim Choon	<i>President</i>
Tan Kay Kiong	<i>Vice-President</i>
Loh Ngai Kun	<i>Honorary Secretary</i>
John Lim Cheng Siew	<i>Honorary Treasurer</i>
Yew Woon Wah	<i>Committee Member</i>
Soh Lea Sar	<i>Committee Member</i>
Pamela Choo Wan Yen	<i>Committee Member</i>

Observers

Gavin Mak

Ex-Officio

Lee Da-Win *(Staff)*

APOLOGIES RECEIVED

Edwin Pang Thiam Chuah	<i>Committee Member</i>	Joyce Lim Soo Kim	<i>Ordinary Member</i>
Matthew Woo Choo Peng	<i>Committee Member</i>		

1. The Extra-Ordinary General Meeting was convened for the following purposes:
 - 1.1. To consider for approval the following proposed amendments to the Society's Constitution:
 - 1.1.1. The incorporation of the office of Assistant Treasurer.
 - 1.1.2. The renaming of the "Management Committee" as the "Board"
 - 1.2. To consider for adoption the Proposed Budget for FY2003.
 - 1.3. To elect a new member to the Management Committee to fill the currently vacant position, with Mr Gavin Mak being nominated for the position.

Proposed Amendments to the Society's Constitution

2. The Office of Assistant Treasurer
 - 2.1. The incorporation of a new office into the Management Committee – that of an Assistant Treasurer – was proposed. In view of the Society's day-to-day

operations, members recognised the need for the expeditious signing of cheques, which, bound by its current Constitution, would not be possible if the Treasurer was absent.

- 2.2. In the Society's AGM dated 17 March 2002, members had approved the proposal for the inclusion of a new rule into the Constitution (to be numbered as Article #9.5) allowing for the Office-Bearers, any Committee Member or employed staff designated by the Management Committee to serve as bank signatories, subject to the prescribed withdrawal limits (*ref: AGM 2002 Minutes, page 4, Item #13.24*). However, this proposed amendment was not approved by the Commissioner of Charities who reiterated that it was the unequivocal requirement that the Treasurer must sign all cheques. (See **Annex A** for details of amendments to the Society's Constitution proposed and approved at the Society's AGM dated 17 March 2002.)
 - 2.3. The incorporation of a new office into the Management Committee – that of an Assistant Treasurer – was therefore proposed as a necessary response to pre-empt situations in which the absence of the Treasurer may lead to the Society's daily operations coming to a standstill.
 - 2.4. If approved, this office shall be incorporated with effect from the Society's next AGM (i.e. March 2003), during which it will be open for nomination and election.
3. The Renaming of the "Management Committee" as the "Board"
 - 3.1. The proposal that the "Management Committee" be renamed as the "Board" was made for the following reasons:
 - (1) To align itself with corporate terminology used with reference to the top echelon decision-making body in an organisation
 - (2) To avoid confusion with the sub-committees (some of which will be called "Management Committees" e.g. "Childcare Management Committee") that it would appoint by the powers with which it is vested by the insertion of a new rule into the Constitution (to be numbered as Article #8.10), proposed and approved in the Society's AGM dated 17 March 2002 (*ref: AGM 2002 Minutes, page 3, Item #13.20*).
 4. The proposed amendments (see **Annex B** for details) were unanimously accepted.
 5. The renaming of the "Management Committee" as the "Board" shall be extended to cover the amendments to the Constitution proposed earlier at the Society's AGM dated 17 March 2002.
 6. The amendments to the Constitution proposed earlier at the Society's AGM dated 17 March 2002, have since been submitted to the Commissioner of Charities (but not the Registrar of Societies) for approval. The amendment to the Constitution has

therefore not been finalised, and the currently proposed amendments (upon receipt of approval from the Commissioner of Charities) will be submitted together with the earlier proposed amendments to the Registrar of Societies for final approval.

7. In cases where the same rule may have been proposed for amendment in both the AGM dated 17 March 2002 as well as the current EOGM (e.g. Article #8.6), the more recent proposal shall supersede.
8. To minimise confusion, a table consolidating the amendments proposed earlier at the Society's AGM dated 17 March 2002 and the currently proposed amendments will be prepared for submission (see **Annex C**).

Proposed Budget for FY2003

9. The Proposed Budget for FY2003 (see **Annex D**) was unanimously accepted.

Election of New Member to the Management Committee

10. Dr Loh Ngai Kun proposed and Ms Pamela Choo seconded the nomination of Mr Gavin Mak to the Management Committee as a Committee Member. Mr Gavin Mak was unanimously elected.

The meeting was adjourned at 5.30 p.m.

Recorded by
Lee Da-Win
Recording Secretary

Vetted by
Loh Ngai Kun
Honorary Secretary

Approved by
Lawrence Chua
President

President's Report

Lawrence Chua Kim Choon
President

1. HISTORY

New Life Community Services Centre started operations with the opening of New Life Childcare on 2 Jan 2001. Now within a short span of 2 years of existence, we have launched out into the following programmes/services: -

- (a) Tuition classes for Primary 4, 5 and 6 pupils,
- (b) Family Life Enrichment programmes, and recently
- (c) Community Health Services which in itself comprises
 - ❖ New Life Home Care, and
 - ❖ New Life Health Care.

2. REGONITION BY THE AUTHORITIES

At the very onset of its launch and without a premises of its own, New Life Home Care (which aims to provide medical care to the frail elderly at their homes) was admitted into the circle of MOH-approved step down care providers. This allows us to "rub shoulders" with the giants in care providers e.g. Touch Home Care, Hua Mei Mobile Clinic, Ren Ci, etc.

By the grace of God, we also obtained formal recognition as a Voluntary Welfare Organisation (VWO) when New Life was admitted as a full member of the National Council of Social Services (NCSS) on 16 Sep 2002.

Finally, to wrap up a God-favoured year, New Life was recognised as a NCSS Central Fund member on 18 Nov 2002. This is a very important milestone for us. It means that cash donations made to New Life are tax-deductible.

3. STAFFING

Beginning with 2 core staff (a Centre Executive and an Admin/Projects Officer) in 2001, New Life added another 3 more staff to its HQ Office to spear-head its new programmes/services in 2002. The 3 new staff are: -

- (a) Ms Bin Juat Wah Counsellor and Programme Coordinator for Adult & Family Services
- (b) Mdm Diana Ooi Nursing Officer and Programme Coordinator for Community Health Services
- (c) Mrs Rebecca Lo Social Worker and Programme Coordinator for Children Services

4. FUNDING

The acceptance of New Life as an NCSS Central Fund Member came just in time before our major fund-raising drive amongst Covenant Evangelical Free Church members in the last week of November 2002. Our target for 2003 is \$550,000.00, but to date we have received \$210,189.00 only. For those who have yet to pledge, I sincerely hope you will prayerfully consider giving to New Life.

5. TARGETS IN 2003

Our main target this year is to set up a community-based Youth Centre, God willing, before the year-end. Most of the preliminaries, e.g. concept paper, partnership collaboration, etc. have been cleared with our MP, Mr Gan Kim Yong. New Life will go into this project with Fei Yue Counselling Centre providing "software" assistance for a couple of years before we take over completely.

The other is to beef up our New Life Home Care by recruiting additional full time health professionals. Currently, the service is anchored by only one full-time staff and supported by volunteer doctors and volunteer health professionals cannot meet the growing demand from the community. In the last two months of 2002 alone, we have received 16 referrals of which 5 patients were seen, while the remaining 11 were rejected or defaulted owing to lack of resources.

6. APPRECIATION

In conclusion and on behalf of the New Life Board, I would like to congratulate both full time staff (in both New Life HQ as well as New Life Childcare) and the numerous volunteers for a job well done. A big "Thank You" to all of you. Without your selfless effort and sacrifices, New Life Community Services will not be as it is today.

Centre Executive's Report

Lee Da-Win
Centre Executive

The Year in Review

In many ways, Year 2002 has been an exciting Year of Launching for New Life. Not only were new programmes, projects and initiatives launched, Year 2002 also saw the formation of a stronger staff team, poised to lead New Life in blazing the trail towards becoming a household brand name for quality social services in Bukit Panjang.

Staff

Two new staff, *Janet Wong* and *Maureen Lee*, joined New Life Childcare (NLCC) as Senior Teacher and Assistant Teacher respectively. Three staff, *Lynn Liou* (Senior Teacher), *Corina Jeremiah* (Assistant Teacher) and *Ng Siew Bak* (Cleaner) left NLCC.

Three new staff members joined New Life HQ Office (previously known as New Life Social Services), each of them spear-heading an operational wing of New Life's services. They are: *Bin Juat Wah* (Counsellor and Programme Co-ordinator for Adult & Family Services), *Diana Ooi* (Nursing Officer and Programme Co-ordinator for Community Health Services), and *Rebecca Lo* (Social Worker and Programme Co-ordinator for Children Services).

As of 31 Dec 2002, New Life's employment stands at 19 staff, 2 of whom are part-time staff.

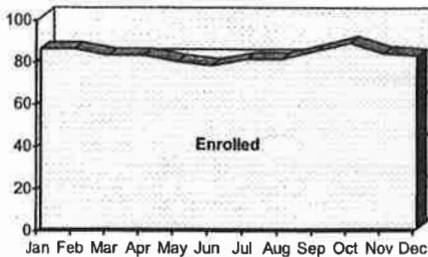
Programmes & Services

Childcare

The monthly student enrolment in New Life Childcare averaged at 82 students, as shown in the following table. Though falling short of the targeted 90 students, this is nevertheless commendable, given the current economic climate in which many have lost their jobs and found professional childcare services to be no longer required or affordable.

	PG	N1	N2	K1&K2	Total
Jan	5	25	33	22	85
Feb	5	27	33	20	85
Mar	5	27	34	16	82
Apr	5	28	33	16	82
May	4	28	31	16	79
Jun	5	28	29	15	77
Jul	7	31	27	15	80
Aug	7	30	27	16	80
Sep	9	31	26	18	84
Oct	12	33	25	18	88
Nov	11	28	26	18	83
Dec	13	27	25	17	82
Monthly Average	7	29	29	17	82

New Life Childcare Student Enrolment
(2002)



During the year, NLCC held 2 Parent-Teachers Meetings in June and November, and organised 2 excursions – in April, to the Pasir Ris Kids Kampong, and in September, to the Singapore Science Centre.

In addition to the existing Speech and Drama class, NLCC started a new enrichment class – computer class – in September, in partnership with MiDisaurus Creative IT.

Teacher Zhang Yun completed her Certificate in Preschool Teaching, and Teacher Shi Rui Ju completed her Early Childhood Teacher Bridging Programme.

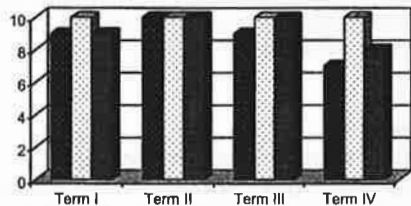
NLCC had to declare an closure of the centre from 8 – 12 May due to the outbreak of 25 cases of the Hand, Foot and Mouth Disease since April. A meeting was called to allay parents' fears, and a health talk on the HFMD was given by Dr Tan Siang Hon. As a gesture of goodwill, a fee rebate was also given.

The hard work put in by the NLCC Team the whole year round paid off well. NLCC was honoured to receive a resounding independent endorsement of its service quality when MCDS granted a 24-month renewal of its license, the norm being only a 12-month renewal.

Children Services

New Life Tuition opened a new Primary 5 class this year, and together with its Primary 4 and 6 classes, served a total of 38 children. All tuition classes were delivered by a dedicated corps of volunteer tutors, numbering 10 in total. New Life was most thrilled that nearly the entire Primary 5 Class has registered for the Primary 6 Class in 2003. Being the pioneering batch of students (Primary 4 in 2001), this strongly indicates that New Life Tuition has successfully met felt needs.

New Life Tuition Enrolment (2002)



New Life Kidz Club ran two holiday activities for children aged 7 to 12 years. During the June holidays, a total of 99 children went on a combined outing with the Sunbeam Church to GV Grand (Plaza Singapura) to see the movie "The King", and in the December holidays, the long-overdue, Discover Character! Kids' Day Camp – inculcating the character trait of "truthfulness" – saw 36 excited participants. This exceeded the intended target group of 30 children, and notably, the places were snapped up within only 1½ weeks from the release of publicity flyers! This again testifies that New Life Kidz Club has successfully met felt needs.

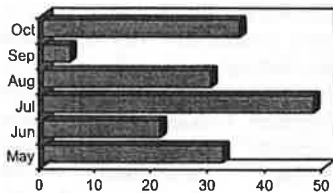
Efforts have also been made to partner with primary schools in the community by providing school social

work services. Thus far, one school has expressed initial interest in school-based counselling but has made no confirmation to date.

Adult & Family Services

Year 2002 saw the launch of New Life's Family Life Enrichment programmes. These comprised a total of 8 talks, in English as well as Mandarin, and a 4-week parent support group. The talks, conducted almost monthly by mental health professionals, covered topics on such as parenting, understanding teenagers, motivating children, and managing conflict, and saw an average attendance of 34 participants, while the pioneering batch of parent support group participants, numbering 13, enjoyed the opportunity to benefit from one another's experience. Both the talks and the support group were very well-received by the public.

Attendance at Monthly New Life Family Life Enrichment Talks (2002)



New Life provided face-to-face counselling services to 34 clients and attended to counseling-related enquiries on the telephone for another 63 clients. These services are provided without charge to individuals and families who need help coping with various issues such as family, marital, and parenting issues as well as intra- and inter- personal relationships and

growth. Free legal advice was also provided to 6 clients.

Community Health Services

New Life Community Health Services, which comprises New Life Home Care and New Life Health Care, is the new name for what was formerly known as the Elderly & Medical Services. Anchored by only one full-time staff, it is strongly supported by a team of 4 volunteer doctors, and backed up by a team of 40 volunteer health professionals.

New Life Home Care was launched in Nov 2002, and, having initially established strong networks with the Ministry of Health (MOH), other step down care service providers, active and community hospitals, has to date received 16 referrals, of which 5 patients were seen, while 11 were rejected or defaulted.

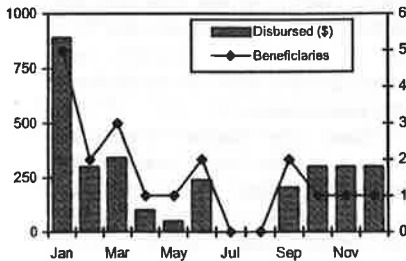
With MOH satisfied that New Life has established its initial infrastructure and basic service-providing capability, New Life Home Care was admitted into the circle of MOH-approved step-down care providers and patients using its Home Medical and Home Nursing services are eligible for subsidised fees.

Love Singapore Fund

New Life administers the Love Singapore Fund on behalf of Covenant EFC. This is an indigenous fund raised from the sacrificial giving Covenant EFC's worshippers, for the purpose of providing short-term aid to families with financial difficulties to help them tide over a difficult period, and in so doing, visibly demonstrating the love of God to them with no strings attached.

During the year, a total of 19 disbursements, amounting to \$3,023, were made to 8 beneficiary individuals/families, supporting them in the form of tuition fee subsidies, childcare fee subsidies, medical fees, utilities bills and household expenses.

Love Singapore Fund Beneficiaries and Disbursement Amounts (2002)



Special Community Projects

Above and beyond the regular programmes, New Life also took on several special projects, working in collaboration with community and grassroots leaders.

On 27 April 2002, New Life ran a health talk in Mandarin on the Causes and Prevention of Stroke, in partnership with the Bukit Panjang Community Club, which saw 40 participants.

On 21 July 2002, New Life's nursing officer, along with 2 volunteer nurses, supported the Holland-Bukit Panjang GRC's Baby Show 2002, held at the Bukit Panjang Community Club.

Other Activities

Management & Staff Family Day

With the staff team growing larger, New Life held its 1st Family Day on 20 April 2002, bringing together the

Management Committee, Childcare Board of Governors and staff members and their families, for an annual get-together with a simple buffet dinner followed by a light evening programme.

Staff Retreat

New Life also held its 1st Annual Staff Retreat on 25-26th July 2002 at the Chestervale Condominium Function Room. Mr Sunny Yow, a seasoned corporate trainer, conducted the two-day retreat, which focused on strengthening the staff's esprit de corps through team-building and enhancing its quality of customer service. Through games, group discussions and other activities, staff had an enriching and enjoyable time.

New Life Awareness Day

Previously marked as "Good Neighbours Day", 24 November 2002 was re-designated as "New Life Awareness Day" in Covenant Evangelical Free Church, during which the attention of the entire church was thrown onto New Life and its work in the community. Besides launching its first video production that day, New Life also set up an enquiry booth to facilitate interaction with the church congregation. Through a whole range of publicity vehicles, New Life successfully reminded the congregation of the church's commitment to serving the community, and of every members' responsibility in doing so.

Developmental Milestones

NCSS Membership

New Life became a full member of the National Council of Social Service on 16 Sep 2002. NCSS is the final step to obtaining formal recognition as a Voluntary Welfare Organization (VWO), whose primary function is to provide bona fide direct social services which help to meet existing needs of the community.

Central Fund Membership

18 Nov 2002 marked another significant milestone for New Life when it became an NCSS Central Fund member. As an NCSS Central Fund member, cash donations made to New Life are tax-deductible, and the timing could not have been any better, as the approval of New Life's membership came just in time for a major fund-raising drive for the 2003 Budget.

Current Initiatives

OLDP Subscription

As a first step towards raising funds from the public, New Life is undertaking to become a subscriber of the Online Donation Portal (OLDP) with effect from 1 Jan 2003. The OLDP allows for donors from the general public to make online donations (and to even donate their Economic Restructuring Shares) to subscribing charities via the internet.

Youth Centre

In March 2002, New Life made a courtesy visit to the new Member-of-Parliament for the Holland-Bukit Panjang GRC (Zhenghua), Mr Gan Kim

Yong, whose ward New Life is now located within, and out of that meeting, the idea of possibly establishing a community-based youth centre was mooted. New Life had since formed a Think-Tank and submitted a Concept Paper for the establishment of New Life Youth Centre, and has begun to draw up plans in collaboration with Mr Gan as well as with Fei Yue Family Service Centre on this project, and looks forward to establishing the Youth Centre in 2003.

School-Based Social Work Services

New Life aims to establish strong working relationships with the schools in the community, and to provide professional social services (such as school-based counselling, parent support programmes, student enrichment programmes, etc.) to the children and youth in Bukit Panjang. New Life is seeking openings to serve the social service needs of the four secondary and three primary schools within Bukit Panjang, and hopes to make some headway in 2003, with plans for a stronger staff complement.

Challenges Ahead

As a new startup, New Life is confronted with three main challenges in the near future:

Extending Range of Services

While having established its basic infrastructure in Children, Adult and Family and Community Health Services and Childcare, New Life must now arise to extend its range of services in each of these. For the Children Services, this entails providing school-based social work to schools in

the community and developing a highly-demanded holiday programme for community kids. The Childcare aims to initiate a Parental Involvement Group to enhance the close working relationship with parents, while the Community Health Services is poised for a full scale launch to deliver services within office hours with full-time staff.

Expanding Resource Base

Not unlike most new startup VWOs, New Life grapples with utilising scarce resources to serve vast needs. New Life therefore has to expand its resource base, while at the same time carefully managing available resources for optimal use, the most precious of which is human resource. Effective volunteer management is therefore imperative to expand New Life's pool of volunteers, while the recruitment and retention of a strong core team of staff is equally critical. This ensures an effective staff-volunteer balance to best serve New Life's human resource needs, in tandem with the growth in its programmes and services. At the same time, effective networking and collaboration within the relevant service-providing circles, such as the Community Health Services' with active hospitals, primary health care providers and other step down care facilities, will help to ensure that scarce resources are optimised.

Enhancing Quality of Service

New Life must remain constantly mindful of the quality of its services, ensuring that clients receive services with standards of excellence. In this regard, the Childcare aims to enhance teachers' professionalism via staff training and upgrading, and the Children Services seeks to improve the

quality of the tuition programme through curriculum development, providing volunteer training, and new resource packages. The Community Health Services' Home Medical and Home Nursing services must maintain impeccable quality to deem them worthy of their fees, albeit subsidised, as New Life is the first and only VWO to charge for professional Home Care services. New Life must continue to strive to convince the community of its competence as social service professionals, providing high quality services regardless of race and religion.

Conclusion

Year 2002 has been an exciting Year of *Launching* for New Life. In every of these highlights, we thank God for how He has blessed us, and we look forward to continuing to be instrumental in being the social service arm of Covenant EFC that visibly demonstrates, through its good works *per se*, the love of God to the Bukit Panjang community.

TeoFoongWongLCLoong
Certified Public Accountants

**NEW LIFE COMMUNITY SERVICES CENTRE
FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED
31 DECEMBER 2002**

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 **MAZARS**

NEW LIFE COMMUNITY SERVICES CENTRE

(Registered in Singapore under the Societies Act)

STATEMENT BY PRESIDENT AND TREASURER

We, Chua Kim Choon and Lim Cheng Siew, being the President and Treasurer of New Life Community Services Centre respectively, do hereby, on behalf of the Management Committee, state that in our opinion, the financial statements as set out on pages 3 to 8 are properly drawn up so as to give a true and fair view of the state of affairs of the Centre as at 31 December 2002 and of its income and expenditure and statement of changes in accumulated fund and specific fund for the financial year ended on that date.

On behalf of the Management Committee,



Chua Kim Choon
President



Lim Cheng Siew
Treasurer

16 March 2003

TeoFoongWongLCLoong
Certified Public Accountants

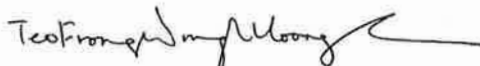
AUDITORS' REPORT TO THE MEMBERS OF
NEW LIFE COMMUNITY SERVICES CENTRE
(Registered in Singapore under the Societies Act)

We have audited the financial statements set out on pages 3 to 8 of New Life Community Services Centre ("the Centre") for the financial year ended 31 December 2002. These financial statements are the responsibility of the Management Committee. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with Singapore Standards on Auditing. Those Standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by the Management Committee as well as evaluating the overall financial statement presentation. We believe that our audit provides a reasonable basis for our opinion.

In our opinion:

- i) the financial statements are properly drawn up in accordance with Singapore Statements of Accounting Standard, and so as to give a true and fair view of the state of affairs of New Life Community Services Centre at 31 December 2002 and of the results and changes in accumulated fund and specific fund of the Centre for the financial year ended on that date; and
- ii) the accounting and other records required by the regulations enacted under Societies Act to be kept by the Centre have been properly kept in accordance with those regulations.



TeoFoongWongLCLoong
Certified Public Accountants

16 March 2003

NEW LIFE COMMUNITY SERVICES CENTRE
(Registered in Singapore under the Societies Act)

BALANCE SHEET
At 31 December 2002

	Note	2002 \$	2001 \$
Accumulated fund	3	328,849	111,487
Family assistance fund	4	5,789	8,701
		<u>334,638</u>	<u>120,188</u>
Plant and equipment	5	47,930	60,280
Current assets			
Inventories		3,096	4,437
Sundry receivables		12,919	2,640
Bank and cash balances		369,902	165,175
		<u>385,917</u>	<u>172,252</u>
Less current liabilities			
Sundry creditors and accruals	6	74,126	75,690
Amount owing to a third party	7	12,865	12,218
		<u>86,991</u>	<u>87,908</u>
Net current assets		<u>298,926</u>	<u>84,344</u>
Non-current liability			
Amount owing to a third party	7	12,218	24,436
Net assets		<u>334,638</u>	<u>120,188</u>

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

NEW LIFE COMMUNITY SERVICES CENTRE
(Registered in Singapore under the Societies Act)

STATEMENT OF INCOME AND EXPENDITURE
For the financial year ended 31 December 2002

	Note	2002 \$	2001 \$
Income			
School fee		483,933	370,822
Interest		2,601	2,181
Grant from MCDS		-	47,100
Tuition fee		15,234	6,025
Kidz Club		700	900
Donations	8	203,382	20,040
Other income		14,514	31,382
		<u>720,364</u>	<u>478,450</u>
Less expenses			
Auditors' fee		2,500	2,500
Depreciation	5	16,705	15,531
Staff costs	9	413,341	301,976
Other operating expenses		70,456	56,109
		<u>503,002</u>	<u>376,116</u>
Surplus for the financial year		<u>217,362</u>	<u>102,334</u>

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

NEW LIFE COMMUNITY SERVICES CENTRE
(Registered in Singapore under the Societies Act)

STATEMENT OF CHANGES IN ACCUMULATED FUND AND SPECIFIC FUND
For the financial year ended 31 December 2002

	Accumulated fund \$	Family assistance fund \$	Total \$
Balance at 1 January 2001	9,153	4,213	13,366
Surplus for the financial year	102,334	4,488	106,822
Balance at 31 December 2001	111,487	8,701	120,188
Surplus/(deficit) for the financial year	217,362	(2,912)	214,450
Balance at 31 December 2002	328,849	5,789	334,638

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

NEW LIFE COMMUNITY SERVICES CENTRE
(Registered in Singapore under the Societies Act)

NOTES TO THE FINANCIAL STATEMENTS
For the financial year ended 31 December 2002

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

1 Significant accounting policies

a) Basis of preparation

The financial statements of New Life Community Services Centre ("the Centre"), expressed in Singapore dollars are prepared under the historical cost convention.

The financial statements have been prepared in accordance with and comply with Singapore Statements of Accounting Standard.

b) Plant and equipment

Plant and equipment are stated at cost less accumulated depreciation.

Plant and equipment are depreciated on a straight-line basis so as to write off the cost of the assets over their estimated economic lives at the following annual rates:

Furniture and fittings	20%
Kitchen equipment	20%
Playgroup equipment	20%
Computer	33 1/3%

c) Income recognition

Income is recognised on the following basis:-

School/Tuition fees	-	over the period of the courses
Donations	-	when received in cash
Interest	-	on a time proportion basis over the period of placement of deposits with banks.
Other income	-	when received in cash

d) Defined contribution plans

The Centre contributes to the Central Provident Fund ("CPF"), a defined contribution plan regulated and managed by the Singapore Government. The Centre's contributions to CPF are charged to the income statement in the period in which the contributions relate.

e) Income tax

The Centre is exempt from income tax under section 13(3)(b) of the Income Tax Act, Cap.134 provided 80% of its income is applied for charitable purposes within Singapore. No provision for income tax has been made in the financial statements.

2 Centre information

The principal activities of the Centre are to assist and organise family development activities and to operate a childcare. The Centre's principal place of activities is at 10, Jelapang Road, Singapore.

The Centre had 19 (2001: 19) employees at 31 December 2002.

New Life Community Services Centre

3 Accumulated fund

	2002 \$	2001 \$
Balance at beginning of financial year	111,487	9,153
Surplus for the financial year	217,362	102,334
Balance at end of financial year	328,849	111,487

4 Family assistance fund

	2002 \$	2001 \$
Balance at beginning of financial year	8,701	4,213
Donations received	-	11,597
Payments	(2,912)	(7,109)
(Deficit)/surplus for the financial year	(2,912)	4,488
Balance at end of financial year	5,789	8,701

This fund is set up specifically to finance needy individuals.

5 Plant and equipment

	Furniture & fittings \$	Kitchen equipment \$	Playgroup equipment \$	Computers \$	Total \$
Cost					
Balance at beginning of financial year	39,956	6,665	26,422	2,768	75,811
Additions	2,083	-	-	2,272	4,355
Balance at end of financial year	42,039	6,665	26,422	5,040	80,166
Accumulated depreciation					
Balance at beginning of financial year	7,991	1,333	5,284	923	15,531
Depreciation charge for the year	8,408	1,333	5,284	1,680	16,705
Balance at end of financial year	16,399	2,666	10,568	2,603	32,236
Depreciation for 2001	7,991	1,333	5,284	923	15,531
Net book value					
At 31 December 2002	25,640	3,999	15,854	2,437	47,930
At 31 December 2001	31,965	5,332	21,138	1,845	60,280

New Life Community Services Centre

6 Sundry creditors and accruals

	2002	2001
	\$	\$
Deposits received	39,790	39,475
School fees received in advance	7,590	19,140
Accruals	26,346	17,075
Sundry creditors	400	-
	74,126	75,690

7 Amount owing to third party

The amount owing to a third party, Covenant Evangelical Free Church, is unsecured, interest-free and repayable as follows:-

	2002	2001
	\$	\$
Within 1 year	12,865	12,218
Within 2 to 3 years	12,218	24,436
	25,083	36,654

8 Donations

Included in the donations are tax-deductible donations received of \$137,132 (2001: \$Nil).

9 Staff costs

Included in staff costs is payments to Central Provident Fund of \$52,918 (2001: \$38,000).

10 Financial instruments

a) **Financial risk management**

The Centre's activities expose it to minimal financial risks and overall risk management is carried out on an informal basis by the Management Committee.

b) **Fair values**

The fair values of the Centre's financial assets and liabilities approximate their carrying amounts.

11 Authorisation of financial statements

The financial statements of the Centre for the financial year ended 31 December 2002 were authorised for issue by the Management Committee on 16 March 2003.

NEW LIFE COMMUNITY SERVICES CENTRE
(Registered under the Societies Act)

DETAILED STATEMENT OF INCOME AND EXPENDITURE
For the financial year ended 31 December 2002

	2002	2001
	\$	\$
Income		
School fee	483,933	370,822
Interest	2,601	2,181
Grant from MCDS	-	47,100
Donations	203,382	20,040
Tuition fee	15,234	6,025
Kidz Club	700	900
Others	14,514	31,382
	<u>720,364</u>	<u>478,450</u>
Less expenses		
Advertisement	2,453	1,676
Auditors' remuneration	2,500	2,500
Bank charges	177	190
Class room expenses	6,964	9,497
Cleaning supplies and maintenance	4,764	1,940
Computer equipment	1,352	1,324
Counselling	-	200
CPF contribution	52,918	38,000
Depreciation of fixed assets	16,705	15,531
Family life education	2,277	-
Food and beverage	17,694	10,148
Furniture and fittings	93	-
General expenses	1,289	6,488
General insurance	285	265
Gifts	2,262	1,103
Home medicare	1,356	-
Kidz Club	589	824
Kitchen utensil	1,655	848
Licence	240	-
Medical fee	4,404	4,665
M'ship Sub/Assn. Dues	634	-
Office supplies	7,141	4,430
Pest control	1,076	-
Repair/General maintenance	210	-
Stationery	-	2,644
Salary and bonus	351,612	252,933
SDL	1,185	1,261
Service render	850	905
Staff insurance	1,915	1,292
Staff training	1,307	3,825
Telephone charges	2,607	669
Toys/Games	701	4,108
Transport	1,108	157
Tuition fee	9,639	2,543
Uniform	2,745	6,150
Volunteers expenses	295	-
	<u>503,002</u>	<u>376,116</u>
Surplus for the financial year	<u>217,362</u>	<u>102,334</u>

This statement does not form part of the audited statutory financial statements of the Centre.

Management & Staff

as of 30 Mar 2003

New Life Board

Mr Lawrence Chua	President
Rev Tan Kay Kiong	Vice-President
Dr Loh Ngai Kun	Honorary Secretary
Mr John Lim	Honorary Treasurer
Dr Yew Woon Wah	Committee Member
Mr Edwin Pang	Committee Member
Dr Soh Lea Sar	Committee Member
Mr Matthew Woo	Committee Member
Ms Pamela Choo	Committee Member
Mr Gavin Mak	Committee Member

Sub-Committees

Childcare Management Committee

Mr Gavin Mak	Chairman
Dr Yew Woon Wah	Vice-Chairman
Ms Betty Lee Chue Lin	Secretary
Mr Sim Choon Seong	Member

Community Health Services Management Committee

Dr Loh Ngai Kun	Chairman
Dr Terrence Tang	Vice-Chairman
Ms Lim Boon Chee	Secretary
Dr Louis Tan	Member
Dr Eugene Lim	Member
Dr Wu Hwei Yaw	Member

Human Resource Sub-Committee

Mr John Lim	Chairman
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Ms Tan Seo Peng	Member
Mr Johnny Tan	Member

New Life HQ Staff

Mr Lee Da-Win	Centre Executive / Social Worker
Mr Ng Kim Leong	Finance Officer
Ms Irene Lim	Administration Officer
Ms Bin Juat Wah	Counsellor & Programme Coordinator (Adult & Family Services)
Ms Diana Ooi	Nursing Officer & Programme Coordinator (Community Health Services)
Ms Rebecca Tan	Social Worker & Programme Coordinator (Children Services)

New Life Childcare Staff

Ms Jin Quek	Supervisor
Ms Wong Lai Chan	Senior Teacher
Ms Lydia Tan	Senior Teacher
Ms Xiao Rui Hua	Senior Teacher
Ms Julie Ng	Teacher
Ms Shi Rui Ju	Teacher
Ms Zhang Yun	Teacher
Ms Cindy Chua	Teacher
Ms Mary Woodman	Teacher
Ms Chris Lee	Teacher (Part-Time)
Ms Tanam D/O Sinnapillai	Assistant Teacher
Ms Maureen Lee	Assistant Teacher
Mdm Wong Chee	Cook
Ms Choong Yee Lin	Assistant Cook

Our Work

- *Developmental programmes* ... meeting needs that are common to most individuals and families advancing through their lifespan development (eg. childcare, tuition, family life enrichment).
- *Preventive programmes* ... identifying and anticipating likely problems, and equipping individuals and families at-risk to sidestep them (eg. health screening).
- *Remedial programmes* ... supporting individuals and families in their coping with and overcoming of life's challenges (eg. financial assistance, counselling, legal advice).

Our Clientele

New Life seeks to be a multi-service centre serving children, youth, adults, families, and the elderly who are primarily residents of Bukit Panjang. We want to strengthen community bonds and help to forge and uphold strong, resilient families by ...

- championing sound, moral leadership to the young
- promoting family-work life balance amongst adults
- nurturing older adults to the wholesome fullness of life

Our Funding

Covenant Evangelical Free Church supports New Life Community Services Centre with one-third of New Life's funding. The remaining funds are from New Life's revenue-generating programmes and services; and from donations, freewill offerings received, as well as through indigenous fund-raising.

New Life is *not* a member of Community Chest.

Mastering
Life's
Transitions

New Life Community Services Centre ©