



# EMPOWER, ENGAGE & UPLIFT OUR COMMUNITY

ANNUAL REPORT 2024



Bethel  
Community  
Services



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## Our Vision

As a vibrant change agent, we exist to be a visible expression of Christ's love, care and compassion to the community.



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## Our Mission

We exist to reach out and empower the community through holistic community-based services and programmes to maximize the God-given potential of each individual.

## About Bethel Community Services (BCS)

Bethel Community Services (BCS) is a non-profit charitable organisation and is officially registered with the Registrar of Societies in August 2004. It became a charity under the Charities Act in September 2004 and was admitted as a member of the National Council of Social Service in July 2007. BCS has been approved as an Institution of a Public Character (IPC) from 01 September 2024 to 31 January 2027.

**Unique Registration Number (UEN):**

T04SS0113A

**Registered Address:**

Blk 114 Aljunied Ave 2 #03-75 Singapore 380114

**Auditor:**

Baker Tilly TFW LLP

**Banker:**

United Overseas Bank (UOB)  
80 Raffles Place, UOB Plaza, Singapore 048624

# CONTENTS

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**02**

Vision & Mission

**03**

Contents

**04**

Chairman's Message

**05**

Executive Director's Message

**06**

Management Committee (2023 - 2025)

**07**

Corporate Governance

**09**

Organisation Setup

**11**

Highlights of the Year

**12**

Key Statistics in Numbers 2024

**13**

Summary Financial Performance

**14**

Programmes and Services

**24**

The Year Ahead

**25**

Acknowledgement

# CHAIRMAN'S MESSAGE

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## 20 Years of God's Faithfulness

When Bethel Community Services (BCS) registered as a Society in August 2004, I became the Founding Chairman of its Management Committee. About a month later, BCS was recognized as a Charity by the Commissioner of Charities. Subsequently, we received full membership with National Council of Social Services and in July 2007 we were conferred the status of Institution of A Public Character (IPC).

As I reflected on these past 20 years, I see God's faithfulness and favour upon us. He guided us in every step to fulfill His purpose of locating us at Aljunied Avenue 2. There are three key guiding purposes in this journey:

- 1. Position** - God positioned us to be the light in the Community (incidentally, members of Bethel are called Bethelite – "Be-The-Lite"). As light we shine by doing good works that will bring glory to our God!
- 2. Potential** - God gives every person the potential (gifts, talents and abilities) needed to fulfill their purpose in life. Therefore we must go beyond caring for their needs by helping them discover, develop and unleash their potentials in building themselves, their families, their communities, and together in building our nation. Everyone including the needy, the elderly and the disadvantaged should be given the opportunity to live a fulfilling life that God had intended for them.
- 3. Provision** - God will provide! Every project and programme that we ventured into, I saw God's provision.

I rejoiced when I saw several of our beneficiaries stepping forward to volunteer and participated in serving with us. Not only they found help, they also discover their potential and are empowered to serve others. God is faithful and to Him be the glory!

***As I reflected on these past 20 years, I see God's faithfulness and favour upon us.***

**Rev Dr Chia Beng Hock**  
Management Committee  
Chairman



# EXECUTIVE DIRECTOR'S MESSAGE

I am very excited and heartened to share that over the past years, BCS have initiated many programs and activities to support the seniors in our community. Through all these programs and activities, we saw the positive impact of these programs.

As Singapore's aging population continues to grow, the need for dedicated and compassionate support for seniors in the community has never been more pressing. In Bethel Community Services (BCS), we recognize the importance of not just providing services but fostering meaningful connections that enrich the lives of seniors. Our mission is to ensure that no senior feels isolated or forgotten, by offering programs that empower, engage, and uplift.

## The Role of Befriending in Enhancing Senior Well-Being

One of the key initiatives we've championed is our befriending program, which has been central in addressing the social isolation faced by many elderly individuals. Through this initiative, we form meaningful relationships, emotional support, and assistance with daily needs. These regular interactions provide seniors with a sense of belonging, while giving them a reliable person to confide in. With a growing population of elderly individuals, the importance of these personal connections cannot be overstated, as they help prevent loneliness and foster a supportive environment.

## BCS Programs and Activities

BCS has continuously developed a wide array of programs designed to meet the evolving needs of seniors. Beyond our befriending efforts, we organise health and wellness workshops, digital literacy classes, social outings, and community engagement activities. These programs not only improve physical and mental health but also offer seniors a chance to stay engaged in their communities.

For instance, our regular health talks and fitness sessions help seniors stay active, reducing the risk of chronic conditions while improving their quality of life. Meanwhile, our digital literacy classes equip them with the skills to navigate modern technology, bridging the digital divide and empowering them to stay connected with their loved ones.

Our social outings, such as group walks, cultural excursions, and community celebrations, offer opportunities for seniors to socialize and build friendships, combating the isolation many of them face. Additionally, BCS hosts various festive events that foster a sense of joy and belonging, ensuring that our seniors are always involved and never forgotten.

## Looking Ahead: Growing Our Programs

As we move into the upcoming year, we are committed to expanding our programs to reach even more seniors in need. We aim to further develop our outreach efforts to ensure that all seniors, regardless of their background or health condition, receive the support they deserve.

## Conclusion

As Singapore faces the challenges of an aging population, the role of organizations like BCS has never been more important. By offering befriending services and a wide range of supportive programs, we are helping seniors live healthier, more connected, and fulfilling lives. Looking forward, we aim to further grow these initiatives and extend our reach, ensuring that every senior in the community is not only supported but valued.

We invite you to be a part of this meaningful journey. Volunteer with BCS today and help us create a stronger, more compassionate society for our seniors. Together, we can make a lasting difference.

***Our mission is to ensure that no senior feels isolated or forgotten***

**Grace Tan**  
Executive Director



# MANAGEMENT COMMITTEE (2023 - 2025)



## Rev Dr Chia Beng Hock

Chairman (since 2005)  
Executive Director,  
Assemblies of God of Singapore



## Wong Yew Keong

Vice Chairman (since 2023)  
Senior Pastor,  
Bethel Assembly of God



## Teo Teng Hong Philip

Honorary Secretary (since 2015)  
Committee Member (2011-2015)  
Retiree



## Foo Siang Seng Thomas

Honorary Treasurer (since 2021)  
Committee Member (2017-2021)  
Honorary Treasurer (2013-2017)  
Committee Member (2009-2013)  
Retiree



## Chia Eng Giap

Committee Member (since 2015)  
Senior Engineer,  
Apple South Asia Pte Ltd



## Dr Tan Eng Chun

Committee Member (since 2015)  
Doctor,  
EC Tan Medical Services Pte Ltd



## Dr Ong Pui Sim

Committee Member (since 2015)  
Psychiatrist,  
Changi General Hospital



## Dr Pi Cheng-Ming

Committee Member (since 2023)  
Vice-Chairman (2013-2023)  
Pastor,  
Bethel Assembly of God/  
TCM Practitioner



## Foo Moo Quee Steven

Committee Member (since 2019)  
Self-employed,  
ABSCOM-Tech (Asia) Pte Ltd

Affiliation with Bethel Assembly of God Church. The following Management Committee members also holds the following position in the Governing Board of Bethel Assembly of God Church.

1. TEO TENG HONG PHILIP - Secretary
2. WONG YEW KEONG - Chairman

The current Management Committee consist of **9** members and they were elected into the current term as of BCS 19th AGM on **13th May 2023**.

The current Management Committee term of office last from year 2023 to year 2025

All Ordinary Members of Bethel Community Services (BCS) society are eligible for election to the above offices, with elections taking place during the Annual General Meeting. The Management Committee Members are elected bi-annually through a secret ballot, requiring a two-thirds majority of votes cast.

Office bearers may be re-elected for consecutive terms, except for the Honorary Treasurer, who may serve a maximum of two consecutive terms. A former Treasurer may be re-appointed only after a minimum two-year lapse.

The Executive Director attends Management Committee meetings as a management representative but is not part of the Committee. No staff members are appointed to the Committee, and no paid staff are immediate family members of the Executive Director or any Management Committee Member.

Chairman Rev. Dr. Chia Beng Hock, Vice-Chairman Snr Ps. Wong Yew Keong, Honorary Secretary Philip Teo, and Member Rev. Dr. Moses Pi also hold positions with Bethel Assembly of God Church.

# CORPORATE GOVERNANCE



## Responsibilities of Management Committee

The Management Committee sets BCS’s strategic directions and is responsible for the proper and smooth operation of BCS. Their duties include decisions and allocation of financial and human resources, review on the performance of the management, and ensure ethical standards are met throughout operations.

The roles of the Management Committee Chairman and the Executive Director are separate to maintain independence of decision-making. All Management Committee members provide their services and expertise on a voluntary basis and are not remunerated.

BCS’s Management Committee is committed to maintain high standards of corporate governance and ensure accountability and transparency to our stakeholders. Stakeholders include related government agencies, clients that we serve, our community partners, staff and donors etc.



## Inquiry Committee & Policy

An Inquiry committee consisting of our BCS Chairman, Vice Chairman, Honorary Secretary and Executive Director has been setup to receive and investigate any raised concerns on actual wrongdoings or suspected misdeeds/improprieties in financial and other matters, either on the part of management committee or any other staff.

Concerns can be raised via submission of a form on our website or emailed directly to **[whistleblowing@bethelcs.org.sg](mailto:whistleblowing@bethelcs.org.sg)**. Forms and emails are monitored directly by the committee.

BCS will not condone any reprisal, discrimination or harassment against whistleblowers who have reported in good faith. BCS is committed to protect whistleblowers and disciplinary actions will be taken against those who retaliate, harass or discriminate against whistleblowers.

\*No concerns has been received for the year of 2024.

# CORPORATE GOVERNANCE

## Management Committee Meetings

MC Members	13-Jan	02-Mar	11-May	13-Jul	31-Aug	16-Nov	Total No. of attendance in Y2024
Chia Beng Hock (Chairman)	✓	✓	✓	✓	✓	✓	6
Wong Yew Keong (V-Chairman)	✓	✓	✓	✓	✓	✓	6
Philip Teo (Hon Sec)	✓	✓	✓	✓	✓	✓	6
Thomas Foo (Hon Treasurer)	✓	✓		✓	✓	✓	5
Chia Eng Giap	✓			✓	✓	✓	4
Moses Pi	✓	✓	✓		✓		4
Tan Eng Chun		✓	✓	✓	✓	✓	5
Ong Pui Sim	✓		✓		✓	✓	4
Steven Foo	✓	✓	✓		✓	✓	5
Grace Tan (Exec Director)	✓	✓	✓	✓	✓	✓	6

In 2024, the Management Committee convened on six separate occasions, excluding the Annual General Meeting and any Extraordinary General Meetings. The attendance records of Management Committee members are detailed in the table above.

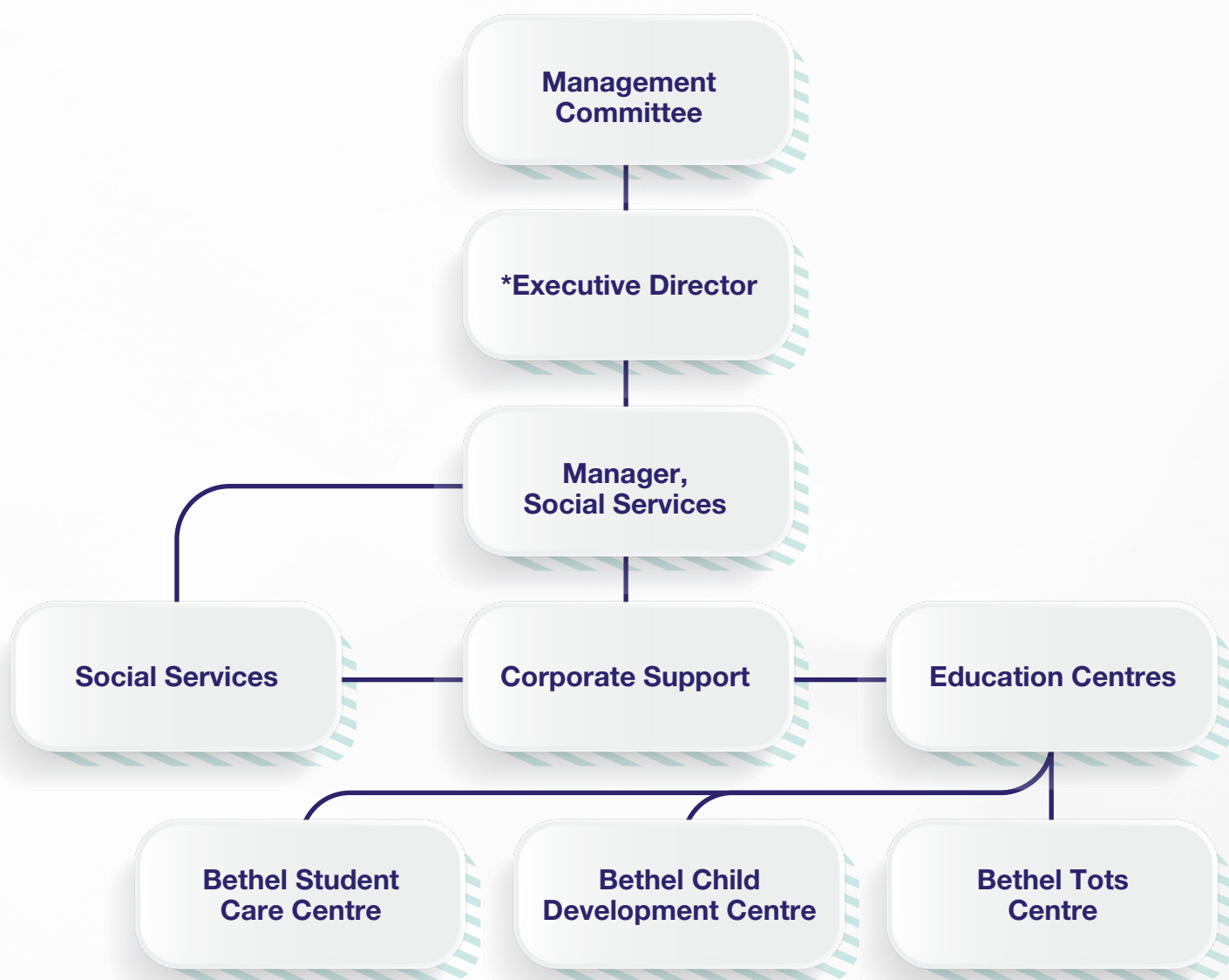
Additionally, the Inquiry Committee did not hold any meetings during the year, as no concerns were raised requiring its attention.

### ESG

BCS is committed to integrating ESG values into its operations. For several years, we have actively collaborated on and supported environmental initiatives, including eco-friendly programs and public education efforts. Internally, we have reviewed our processes to minimize our carbon footprint.

In the social sphere, we continue to enhance our impact within the community, dedicating significant resources to expanding our reach and support. Most importantly, we uphold strong governance standards, ensuring full compliance with regulatory requirements while striving to adopt best practices in all aspects of our work.

# ORGANISATION SETUP



The Executive Director (ED) plays a key leadership role in Bethel Community Services, serving as the bridge between staff and the Management Committee to ensure seamless operations across all services and centers while aligning them with the organization’s social mission. The ED fosters and maintains relationships with stakeholders, carefully reviewing feedback to identify and address any concerns or gaps.

Supporting the ED is the Manager, who oversees three main departments: Corporate Support, which includes administration, human resources, and accounts; the Social Services Department, which comprises social workers and programme coordinators; and the Education Division, managed by the Principal and supervisors of the various centers.

## Remuneration Band

< \$100,000

## Number of Executives

1

- GRACE TAN, the Executive Director was appointed to position since 1 January 2024.
- The charity discloses that there is no paid staff who are close members of the family of the Executive Head or Management Committee Member, who receives more than \$50,000 during the year.

# ORGANISATION SETUP

## Staff

As of December 31, 2024, BCS had a total of 38 staff members, including seven new employees who joined the organization during the year and remain with us.

The manpower turnover rate in 2024 has decreased compared to the previous year, allowing departments to stabilize operations more effectively. The Social Services Department experienced the most significant growth, welcoming three new team members to support its expanding services.

BCS remains committed to fostering a positive work environment where staff can thrive and grow professionally.



## Annual Staff Training

Scheduled in July 2024, this year's staff training is designed to equip staff across the organization with essential skills while strengthening teamwork through engaging team-building activities and interactive sharing sessions.



# HIGHLIGHTS OF THE YEAR



FEB

Launch of Functional Fitness Exercise (FFE) Program

JAN

Fundraising Campaign - Blessings In A Packet



APR

Fundraising Campaign - Uniting our Community

MAY

Launch of National Silver Academy (NSA) Courses

JUL

Staff Training

SEP

WOH HUP One Holland Village Completion Project (Beneficiary: BCS)

Project Kampung Kelapa in Collaboration with ABB Ltd



NOV

BCS Charity Gala Dinner – BCS 20th Anniversary & Launch of Bethel Compassion Award



We'll make a difference  
Yes we can  
BCS, love at its best

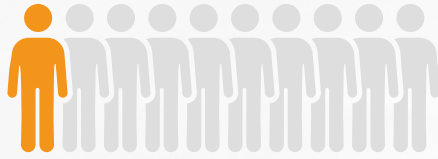
Volunteers' Appreciation Night

Bethel Child Development Centre Graduation Concert

# KEY STATISTICS IN NUMBERS 2024

## Key Charity Statistics 2024

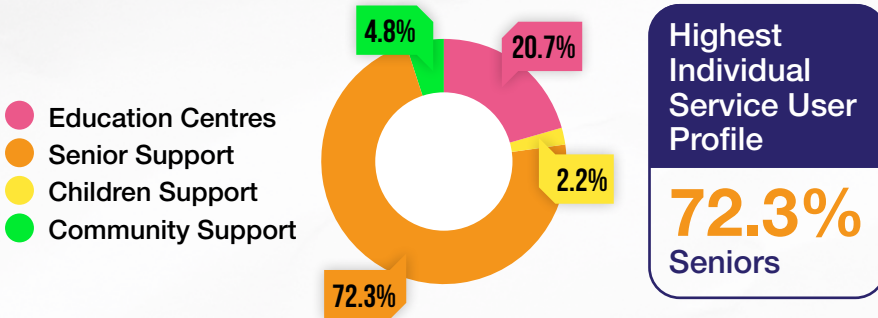
### Impact by Numbers



**1,863** NO. OF FAMILIES / INDIVIDUALS IMPACTED

Only 8.1% of service rendered are for paid services

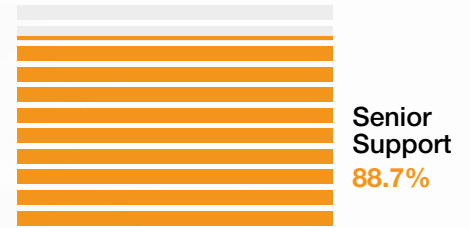
### SERVICE USERS BREAKDOWN



Highest Individual Service User Profile

**72.3%**  
Seniors

### HIGHEST INCREASE IN USERS



### Education Centres



### Children Services



### Community Support



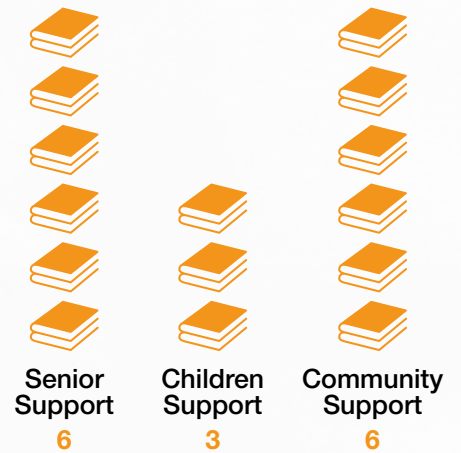
### Community Outreach



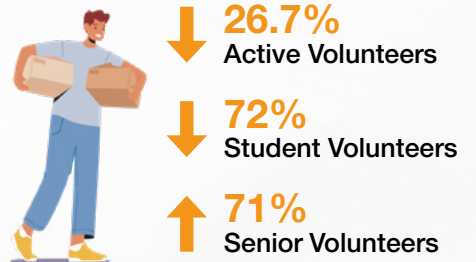
### Senior Services



### NO. OF PROGRAMMES / SERVICES



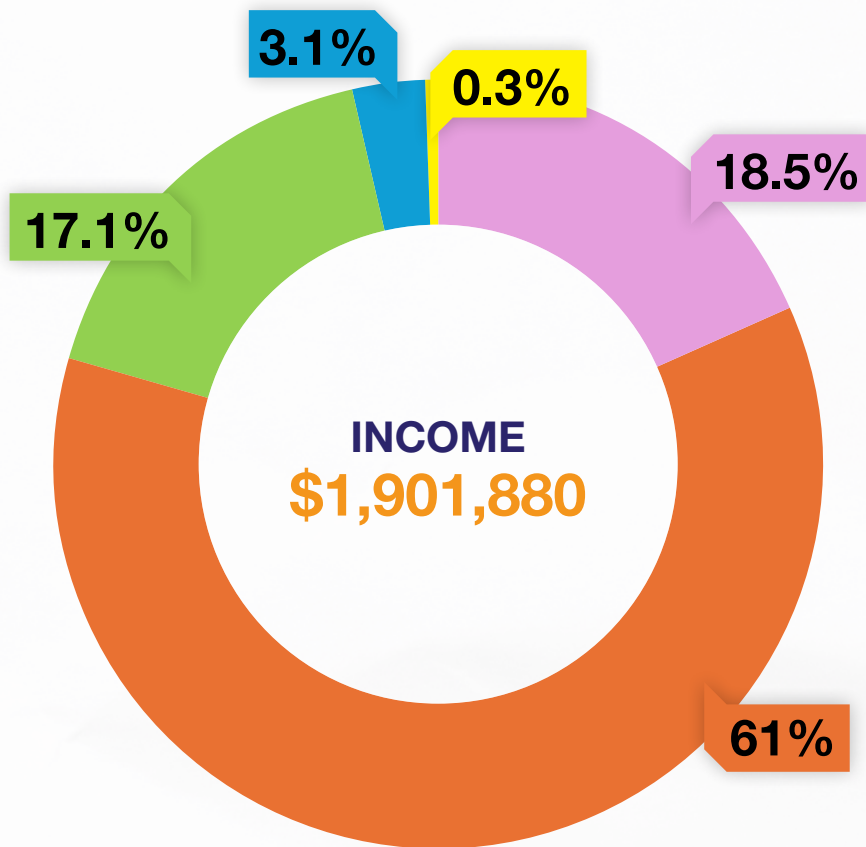
### VOLUNTEER MATTERS



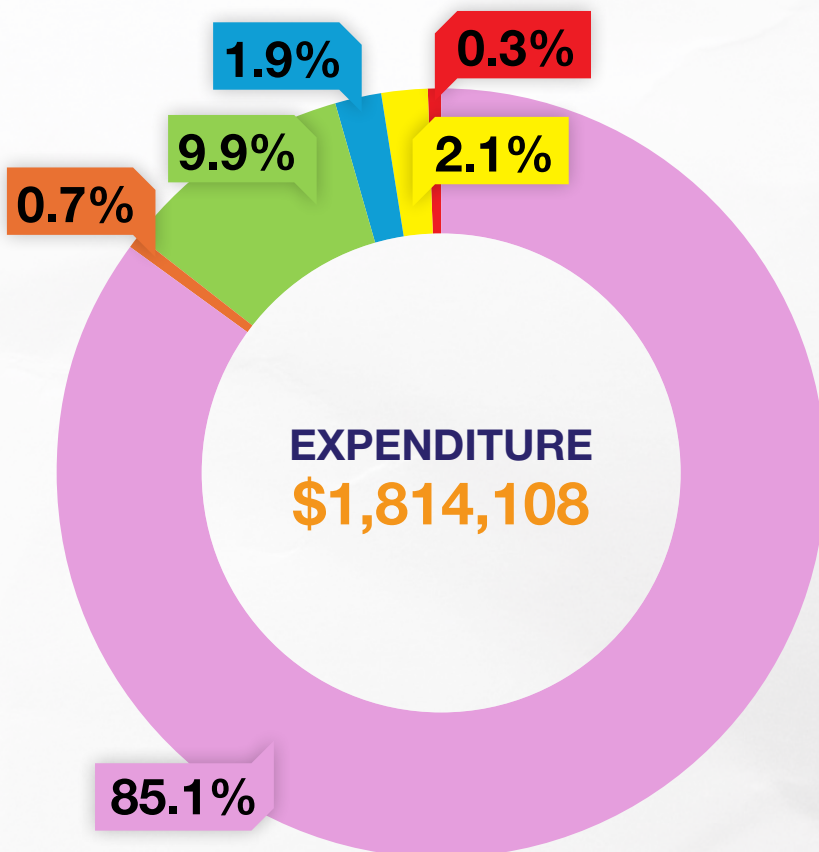
### FINANCIAL MATTERS



# SUMMARY FINANCIAL PERFORMANCE



- Government Grant
- Programme Fee
- Donations
- Investment
- Others



- Manpower
- Depreciation
- Operating Cost
- Outreach & Services
- Cost of Generating Funds
- Others

# PROGRAMMES AND SERVICES

## Education Centres

2 Months to 18 Months



**Bethel Child Development Centre (Bethel Tots Centre)**

*BTC is very well run. I am glad my granddaughter is in good hands. She is well taken care of in all ways. The teachers are very warm and caring.*



*Thank you for your meticulous care and for guiding Nathaneal towards his developmental milestones.*



*Thank you for all the love, patience and guidance*

18 Months to 6 Years



**Bethel Child Development Centre**

*Thank you all for taking care of and guiding her in school*



*The dedication of the teachers to each child's well-being & development is clear in their interactions & the personalised attention they offer. Thank you Bethel Student Care.*



7 years to 14 years



**Bethel Student Care Centre**

*Thank you for being an integral part of our son's journey. Your dedication has left a lasting impact, and we're grateful beyond words.*



BCS offers education and care services for children, starting as young as 2 months old through primary school. Each of our education centres is dedicated to fostering holistic child development, going beyond safety and physical growth. We strive to provide age-appropriate, developmentally enriching programs and activities that instil positive values and virtues.

# PROGRAMMES AND SERVICES

## Social Services



**Senior Support**



*I made a lot of friends in BAG and I enjoyed the activities here. The staff and volunteers are also very friendly to us*



*I feel happy when I come here and enjoys it very much*

- Traditional Chinese Medicine Clinic (TCM)
- Monthly Haircut cum Birthday Celebration
- Bethel Activity Group (BAG)
- Functional Fitness Exercise (FFE)
- National Silver Academy (NSA) Courses
- Bethel Compassion Award (Seniors)

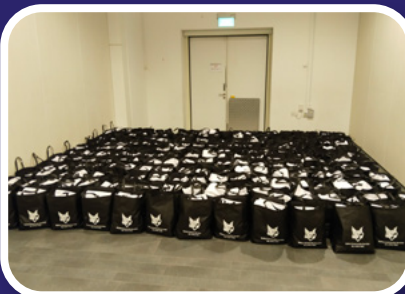


**Children Support**



- Bethel Study Room
- Journeys by Night
- Bethel Compassion Award (Children)

- Case Management
- Food Bundle Programme
- Financial Assistance
- Centre Subsidies
- Referral Services
- Partnership Services
- Project Kampung Kelapa
- Bethel Compassion Award (Community)



**Community Support**

# PROGRAMMES AND SERVICES

## Senior Support

### Our Senior Support

Seniors remain the largest demographic within our community. In recent years, BCS's Senior Support has focused on enhancing their social well-being. In 2024, we expanded our efforts to also strengthen seniors' physical and cognitive well-being. By addressing these three key aspects, BCS aims to enrich their lives, improve their quality of life, and empower them to actively contribute to their community.



### Traditional Chinese Medicine Clinic

Every Wednesday from 9.30am to 11.30am

### Monthly Haircut cum Birthday Celebration

Last Friday of every month from 8.30am to 11.00am.



# PROGRAMMES AND SERVICES

## Senior Support

### Bethel Activity Group (BAG)

Every 1<sup>st</sup> & 3<sup>rd</sup> Wednesday  
from 10.00am to 12.30pm



# PROGRAMMES AND SERVICES

## Senior Support

### Functional Fitness Exercise (FFE) **NEW!**

Started in February 2024, every Thursday from 9.30am to 10.30am, FFE aims to improve seniors' physical wellness by introducing exercises that improve their core stability, general coordination and joint mobility.



### National Silver Academy (NSA) Courses **NEW!**

Started in May 2024, BCS had the privilege to become one of the training partners with National Silver Academy (NSA) by Council of Third Age (C3A) to encourage seniors to continue their life-long learning journey through a highly subsidised and low out of pocket cost manner.



# PROGRAMMES AND SERVICES

## Children Support

Children are the foundation of a strong and thriving society, yet not all are born into equal opportunities to grow up with dignity, safety, and love. In BCS, we firmly believe that every child - regardless of background - deserves the opportunity to thrive and reach their God-given potential to lead a full and meaningful life. In BCS, we invest deeply in all aspects of a child's development, including physical, cognitive, social, emotional, moral, and ethical growth. We strive to build a compassionate and nurturing community where every child can maximise their potential.



## Bethel Study Room

Bethel Study Room is an academic enrichment program designed to support students in English, Mathematics, Science, and Mandarin. Evolving from our original "Bethel Study Hall" program, Bethel Study Room offers a more focused approach by reducing the teacher-to-student ratio to 1 teacher per 2 students. This allows for more personalized guidance while expanding subject offerings to cover all four core primary-level subjects.



# PROGRAMMES AND SERVICES

## Children Support

### Journeys by Night

'Journeys by Night' is a weekly evening engagement program designed to support underprivileged children aged 7-14. Focusing on fostering emotional development from an early age by equipping children with strong relationship-building skills, we believe these skills are essential to a child's overall growth.

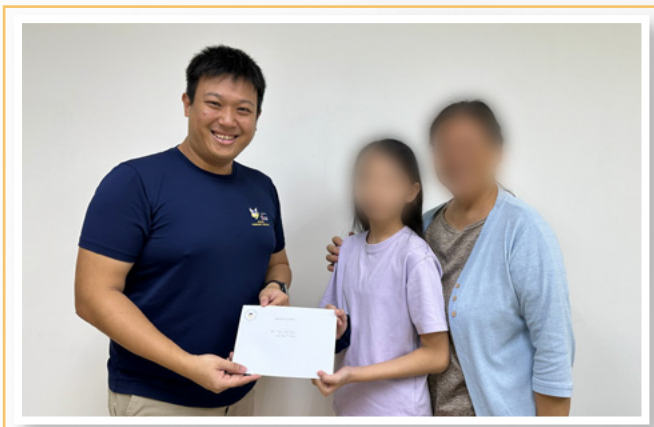
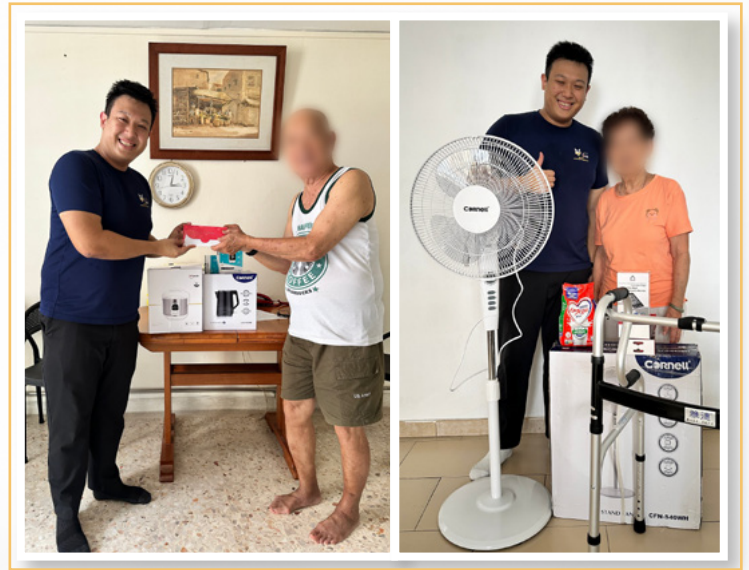


# PROGRAMMES AND SERVICES

## Bethel Compassion Awards **NEW!**

### Empowering Seniors

As part of BCS's commitment to supporting our community and in celebration of our 20th anniversary in 2024, we introduced the Bethel Compassion Awards (BCA) to recognize and uplift specific groups within our community—Seniors, Children, and the broader Community. For our seniors, BCA aims to empower them to lead meaningful lives by enhancing their overall quality of life or providing relief in times of hardship and challenges.



### Nurturing Children

For the **Children** category of BCA, BCS aims to support students and children who have excelled academically, demonstrated significant improvement in their studies, showcased talent in various fields, or exhibited leadership potential through participation in community projects and leadership roles.

# PROGRAMMES AND SERVICES

## Community Support

BCS has been serving the communities of Aljunied Crescent, Geylang East, and MacPherson for 20 years. Much like a kampung, where neighbours grow and journey through life together, we believe that no one should have to face challenges alone. Contrary to the common belief that hardships must be endured in solitude, we see the power of walking alongside one another - as friends, peers, neighbours, and a community.

Our community support initiatives are not meant to solve every problem, but we are committed to standing by each individual through difficult times and celebrating shared moments together. In the coming years, we will strengthen our efforts to build deeper relationships, identify community strengths, and empower one another through meaningful support.



### Case Management / Food Bundle Program / Financial Assistance

Beyond our programs, a key function of our social services arm is our case management service, which provides individualized care and support to those in need.

Our social workers carefully assess each situation and administer aid to families or individuals who are referred to us. In 2024, we supported 34 individuals and families, walking alongside them through their challenges.



# PROGRAMMES AND SERVICES

## Community Support

### Project Kampung Kelapa (KK) **NEW!**

Project Kampung Kelapa (KK) is a community-building initiative launched in late 2024 as part of BCS's commitment to taking a preventive approach in supporting the community.

The project aims to strengthen social cohesion and expand social networks within close-knit neighbourhoods.

Project KK focuses on building micro-communities within neighbourhoods, nurturing new relationships among residents while deepening existing ones. In its initial phases, BCS and volunteers visited residential blocks to connect with residents, leading to increased participation in other programs. Moving forward, the next phase will focus on regular and sustained engagement within these communities, fostering a stronger, more connected support network.



# THE YEAR AHEAD

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In the upcoming year, Bethel Community Services (BCS) is committed to expanding and enhancing our impact through new initiatives and improvements.

## BCS Future Plans

To better serve our community, we will introduce new **senior-centric programmes and activities** aimed at improving the well-being of seniors. Additionally, we will undertake **cyclical maintenance and renovations** for our infant and childcare centres to ensure a safe and conducive environment for the children.

## Fund-Raising Plans

To sustain our initiatives, we have planned multiple fundraising efforts, including:

- **Online campaigns** such as “The Gift of Hope” and “Our Gift of Love” on giving.sg
- **Gifts for a Cause**, where donors can purchase meaningful souvenirs to support our mission
- Our **Annual Gala Dinner**, a key event to engage donors and raise significant funds for our programmes and activities

## Expenditure Plans

With these expanded initiatives, we anticipate an increase in costs in several areas:

- **Publicity expenses** to enhance awareness and outreach
- **Programme costs** to support the growing needs of our beneficiaries
- **Overheads and manpower costs**, which are expected to rise due to inflation

**As we move forward in 2025, we remain dedicated to our mission of serving the community and making a lasting impact.**



# ACKNOWLEDGEMENT

## Sponsors & Donors

BCS extends our heartfelt gratitude to all our generous individual and corporate sponsors and donors. Your support makes it possible for us to continue our work in the community. More than just financial contributions, your donations reflect the trust you place in us - a trust that inspires and empowers us to serve our community to the best of our ability.

Special thanks to Woh Hup (Private) Limited and their partners for their generous donation through the One Holland Village Completion Project.

## Partners

Bethel Community Services recognizes and deeply value our strategic partners, whose expertise, networks, time, efforts, and resources enabled us to provide timely and meaningful support to our community.

We are immensely grateful to every organization and passionate group that has collaborated with us to serve the community. Your contributions made a lasting impact, and we look forward to strengthening existing partnerships while welcoming new ones in the years ahead.

We are always open to new collaborations - if you share our commitment to the community, we would love to connect with you. Reach out to us at [admin@bethelcs.org.sg](mailto:admin@bethelcs.org.sg).


Thank you!

**Thank you to the following partners and we sincerely apologise to those whom we may have missed out!**


- Bethel Assembly of God Church
- National Volunteer and Philanthropy Centre (NVPC)
- Mount Alvernia Hospital
- Gojek Singapore
- Agape Connecting People Pte Ltd
- Food Bank Singapore
- Food from the Heart
- MacPherson Community Centre and Residents' Committee of MacPherson Aljunied Crescent
- Thye Hua Kwan Moral Charities Macpherson Family Service Centre
- Community Link (ComLink)
- National Council of Social Services
- Tote Board Singapore
- ABB Ltd
- SATA CommHealth
- Agency for Integrated Care Pte Ltd (AIC)
- South East Community Development Council (South East CDC)
- Care Community Services Society (SG Cares Volunteer Centre @Geylang & Serangoon)
- National Silver Academy (NSA)
- Heartware Network
- Education institutions such as Nanyang Technological University, National University of Singapore, Singapore Management University, School of the Arts Singapore, Hwa Chong Institution, Chung Cheng High School, Ngee Ann Polytechnic.




## ANNUAL REPORT 2024

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 [www.bethelcs.org.sg](http://www.bethelcs.org.sg)

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