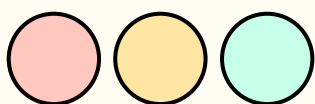




1 APRIL 2023 TO 31 MARCH 2024



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## MISSION

Our mission is to serve our community and service users to the best of our abilities, through programmes and activities, with professionalism in promoting social and multi-racial community bonding.

## VISION

Our vision is to be a bridge between the vulnerable and those who can offer a helping hand in building a more inclusive community.

We maintain our operational excellence through continuous learning, working and collaborating with our community partners.

## OBJECTIVES

Loving Heart Multi-Service Centre (Jurong) strives to help less fortunate residents and students, who formed the core of our service users, through meaningful programmes and activities.

To fulfil our service users' changing and emerging needs, we work closely with community partners, such as schools, social service agencies, and grassroots organizations.

We offer our best to help uplift the service users and enhance the learning experience of students who require mentorship and additional support to realize their full potential.





# ABOUT US

Loving Heart Multi-Service Centre (Jurong) was officially opened on 4th December 2004 by Mr Lim Boon Heng, Former Minister, Prime Minister's Office (2001-2011), former MP for Jurong GRC.

The Centre was renamed Loving Heart Multi Service Centre (Jurong) in 2012 to reflect the expansion of our programmes and services to a wider community in Jurong. We undertake various school-based and social projects, as well as collaborate with partners to better serve the community.

## Our Children and Youth Programmes:

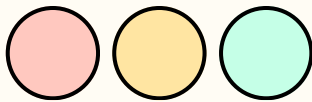
- Meal and Transport Scheme
- Free Tuition Programme
- Enrichment Programmes

## Our Community Programmes:

- Case Management
- Food Gift+ Programme & Assist Pro
- Free Traditional Chinese Medicine Clinic
- Medical Escort and Transport







# CHAIRMAN'S MESSAGE

In 2004, Loving Heart Multi-Service Centre (Jurong) was founded with a clear mission: to bridge the gap between those in need and those who can offer support. Over the past 20 years, we have steadfastly served the community in Jurong, adapting and expanding our services to meet the evolving needs of our service users. Our commitment is to act as a catalyst for positive change, leveraging our strong network of community partners to provide essential services and support.

The past year has been transformative for Loving Heart (Jurong). We witnessed a significant increase in demand for our services and the strengthening of our partnerships, particularly in the areas of food security and youth support. The overwhelming generosity of our community members and partners, who donated essential items and contributed invaluable labour, was instrumental in supporting this expansion.

We also continued to enhance our support for our youth and children service users. With the invaluable backing of our kind donors, we expanded the RISE programme in partnership with the School of Concepts (SOC) and Boon Lay GROs. This initiative aims to strengthen English literacy among young learners through innovative and creative methods, including storytelling and robotics. Our Free Tuition programme has thrived, now serving over 100 students with the unwavering dedication of our volunteer tutors, deployed over two sites. The Meal & Transport Scheme (MTS) remains a cornerstone of our efforts, ensuring that no students are deprived of access to daily meals and public transport. Since its inception in 2023, the Scheme has been greatly expanded and sustained through partnerships with schools and now encompasses a tertiary tranche with a service-learning component.

As we look to the future, we remain committed to our mission of fostering a compassionate and resilient community. With the continued support of our esteemed advisers, patrons & sponsors, Management Committee members, volunteers and staff members, we are poised to make an even greater impact in the lives of those we serve. Thank you for your unwavering dedication and support!





# WHO WE ARE

## FOUNDING ADVISER



**Mr Lim Boon Heng**

Chairman of Temasek Holdings  
Private Limited

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## ADVISERS



**Mr Desmond Lee**

Minister for National Development &  
Minister-in-charge of Social Services  
Integration  
Member of Parliament for West Coast GRC



**Mr Shawn Huang Wei Zhong PBM**

Senior Parliamentary Secretary,  
Ministry of Education and Ministry of  
Finance.  
Member of Parliament for  
Jurong GRC



**Mr Ang Wei Neng**

Member of Parliament for  
West Coast GRC



**Mr Xie Yao Quan**

Member of Parliament for  
Jurong GRC

---

## ADVISORY COUNCILLORS



**Mr Henry Ho Kok Wai**  
BBM (L)



**Mr Lee Kim Siang**  
BBM (L)



**Mr Goh Peng Tong**  
BBM (L)



**Ms Koh Chuey Keen**  
Jenny BBM





## TRUSTEES



**From left to right:** Mr Xie Yao Quan (Adviser), Dr Chua Song Peck BBM, Mr Yap Thian Ling BBM (L), Mr Tan Lip Kwang Kelvin BBM

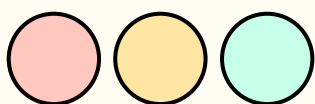
## MANAGEMENT COMMITTEE



**Front Row (from left to right):** Mr Xie Yao Quan (Adviser), Mr Goh Cheng Tee PBM (Chairman), Mr Karthik Sankaran (Immediate Past Chairman), Mdm Chiang Ah Choo BBM (Assistant Treasurer)

**Second Row (from left to right):** Mr Lai Jian Qin (Member), Mr Ahamed Jalaludeen S/O Mohamed Abdul Hameed (Member), Mr Toh Hong Yew Zac (Member), Mr Abdul Karim S/O Shahul Hameed PBM (Secretary), Mr Quek Choong Meng Lance (Member), Mr John Lim Kwang Meng (Member)

**Not in picture:** Mr Tey Siang Lim Gerald (Vice-Chairman), Mr Ng Saing Leong (Assistant Secretary), Ms Ong Tee Yuh Serene (Treasurer), Mr Ng Kok Kiang Lawrence (Member), Ms Chiang Chin Yong Grace (Member)



# OUR SUBCOMMITTEES

**Audit Committee:**

Mr Abdul Karim S/O Shahul Hameed  
PPA(G), PBM (Chairman)  
Mr Lai Jian Qin  
Mr John Lim Kwang Meng

The Audit Committee facilitates the external and internal audit of the organisation for the Board to obtain independent information about the organisation's activities.

**Finance Committee:**

Mr Tey Siang Lim, Gerald (Chairman)  
Mr Ng Siang Leong (Vice-Chairman)  
Mr John Lim Kwang Meng  
Ms Ong Tee Yuh, Serene (Treasurer)  
Ms Chiang Ah Choo, BBM (Asst Treasurer)

The functions of the Finance Committee include ensuring regular and accurate monitoring and accountability for funds, recommending financial guidelines to the Board, and reporting to the Board on any financial irregularities and concerns.

**Fund-raising Committee:**

Mr Karthik Sankaran (Chairman)  
Mr Tey Siang Lim, Gerald  
Mr Quek Choong Meng, Lance

The Fund-raising Committee is responsible for overseeing the organisation's fund-raising programmes as developed by the Board. The committee leads donor engagement in collaboration with staff.

**Human Resource and  
Administration Committee:**

Mr Goh Cheng Tee, PBM  
Ms Chiang Ah Choo, BBM (Vice-Chairman)  
Mr Abdul Karim S/O Shahul Hameed PPA(G), PBM  
Mr Ng Kok Kiang, Lawrence  
Mr Toh Hong Yew, Zac

The HR Committee is responsible for reviewing HR policies and staff salaries and benefits prior to Board approval. It is also tasked in guiding development, review and authorisation of HR policies and procedures, as well as handling employee grievances that are escalated to the Board.

**Programme and Services Committee:**

Ms Ong Tee Yuh Serene (Chairman)  
Mr Ahamed Jalaudeen S/O Mohamed Abdul Hameed (Vice-Chairperson)  
Ms Chiang Chin Yong, Grace  
Mr Lai Jian Qin  
Mr Toh Hong Yew, Zac

The Programme (and Services) Committee reviews the organisation's programmes and services periodically to ensure they meet strategic objectives.





# STAFF, THE LOVING HEARTS



**Mr Tan Siang Hui, BBM,**  
IHRP-SP  
Executive Director



**Ms Geetha Kerisna**  
Programme and Volunteer  
Manager



**Mdm Tou Miao Miao**  
Administration & Finance  
Manager



**Mr Tan Kok Xuan  
Stanley**  
Assistant Programme  
Manager | Data  
Protection Officer



爱心  
服务  
中心

**Mr Wong Kirk  
Chwen**  
Senior Executive,  
Special Projects



**Mdm Siti Mariam  
Binte Selamat, PBM**  
Senior Programme  
Executive



## Staff Team Chart

**Mdm Zarina Binte  
Halipah**  
Senior Administration  
Support Officer



**Mr Mohd Zahran  
Bin Mohd Juferi**  
Programme  
Executive | Volunteer  
Coordinator



**Mr Tham Yeu  
Cheong**  
Operations  
Support Officer



**Mdm Tan Bee Bee**  
Administration  
Support Officer



## Partners



Bold At Work



Cerebral



Cheng Hong  
Welfare Service  
Society



National Heritage  
Board



Presbyterian  
Community Services



School of Concepts



Thye Hua Kwan  
Moral Society



Jurong Central  
Grassroots Organisations

## Corporate Sponsors



Bo Tien Welfare  
Services Society



The Food Bank  
Singapore Ltd



Makino Asia  
Pte Ltd



Neo Group  
Limited



Esun International  
Pte Ltd

# OUR PARTNERS AND CORPORATE SPONSORS





# **DISTINGUISHED**

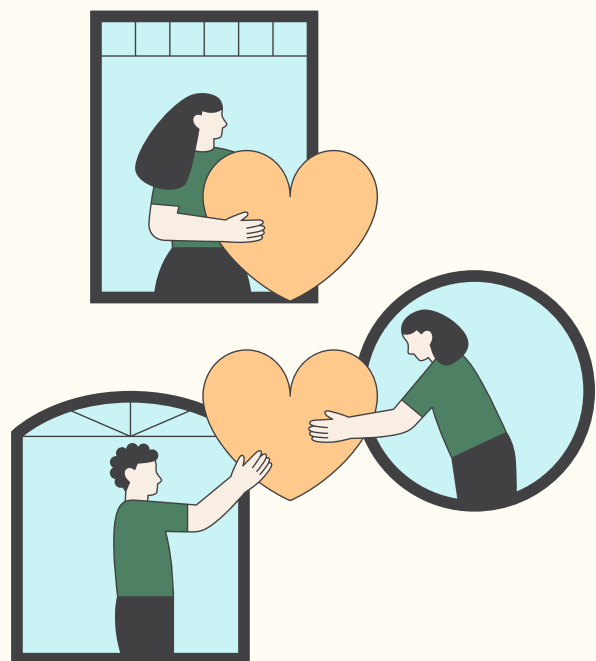
## **PATRONS**

### **Corporates & Institutions**

AME International Pte Ltd  
Audio House Marketing Pte Ltd  
Castello Design Asian Pte Ltd  
Elsie's Kitchen Catering Services Pte Ltd  
Esun International Pte Ltd  
GWTECH Engineering Pte Ltd  
Hock Seng Heng Transport & Trading Pte Ltd  
Kinfolk Investments Holdings Pte Ltd  
Lian Beng Construction (1988) Pte Ltd  
Orange Clove Catering Pte Ltd  
P3 Valves and Controls Pte Ltd  
PAP Community Foundation  
Rosenberg East Asia Pte Ltd  
Tiong Heng Transport Pte Ltd  
Tong Whye Temple  
Union Gas Holdings Limited  
United Overseas Bank Limited  
Wui Hong Holdings Pte Ltd  
Yi Kai Development Pte Ltd

### **Individuals**

Eddy Kwok Hong Wai  
Lim Boon Heng  
Lim Hee Liat  
Low Beng Tin  
Low Ming Wah  
Tan Aik Hock  
Tan Choon Tian PBM  
Tan Poon Kuan  
Teo Kee Bock David BBM (L)





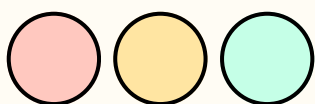
# PATRONS

## Corporates & Institutions

Asia Properties & Assets Consultancy Pte Ltd  
 Cheng Hong Welfare Service Society  
 D-Team Engineering Pte Ltd  
 Eqt Partners Asia Pte Ltd  
 Fine Sheetmetal Technologies Pte Ltd  
 Freshen Fruit Trading  
 Hk496 Pte Ltd  
 Ji Qing Tang  
 Ji Shan Tang  
 Js Creates Pte Ltd  
 Jurong Central Ccc  
 Jurong East Street 32 7th Month  
 Jurong Green CCMC  
 Jurong Spring CCC  
 Jurong West You Yi 7th Month  
 Koh Ho Song Contractor Pte Ltd  
 Leong Cw & Associates Pte Ltd  
 Lsl Engineering Pte Ltd  
 Makino Asia Pte Ltd  
 Makino Asia Pte Ltd 7th Month Committee  
 Miao Yi  
 Orient Palace Pte Ltd  
 Parklane Galley LLP  
 Prime Financial Services Pte Ltd  
 Qbe Insurance (Singapore) Pte Ltd  
 Qiong Yao Jiao Di Temple  
 Quartz Acoustic Pte Ltd  
 Singapore Che Wein Khor Moral Uplifting Society  
 Swee Hup Engineering Resources Pte Ltd  
 Syntes Pte Ltd  
 Nam Leong Co Pte Ltd  
 Tantj5  
 Teng Feng Engineering Pte Ltd  
 Turbo Systems South East Asia Pte Ltd  
 Visit Org Inc  
 Xi Shan Gong  
 Yan Palace Pte Ltd  
 Yew Kee Group Ltd

## Individuals

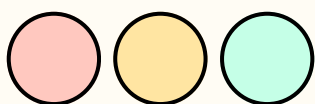
Ahuja Abhishek  
 Akhilesh Venkatasubramanyam  
 Akiyoshi Keigo  
 Alan Ng  
 Ang Hong Hock Sean  
 Ang Ton Hock  
 Anita Ranjan Singh  
 Ankur Gupta  
 Anthony Raj Charles Backiyaraj  
 Anusha  
 Ao Guoqiang  
 Aung Paing Soe  
 Barsainya Prerna  
 Brotin Muhuri  
 Budi Mulyana  
 Casey  
 Chan Kin Khay  
 Chan Kin Wai  
 Chandrasekar Manikandan  
 Chen Junfan  
 Chen Shiting  
 Chen Yi  
 Chen Yinqi  
 Chia Bernicia  
 Chia Hui Teen  
 Chiang Phey Shan  
 Chinnachamy Tamilinian Kandasamy  
 Chinthani Dilrukshi  
 Choo Weijie  
 Chow Min Chieh  
 Chu Jou Jou  
 Chua Bong Tee  
 Chua Kim Yong  
 Chung Yee Lin  
 Chuzhalippurath Illam Sudev  
 Chye Hui Shan  
 David Leonardi  
 Deepak Tamang  
 Dhetchinamoorthy Pukazhenthithi  
 Ding Haifeng



# PATRONS

## Individuals

Dong Xue Qian	Khine Khine Aye	Lim Teen Wee
Eaindray Moe	Kho Zi Qing	Lim Tian Ru
Eliens Ludovicus Henricus	Kim Neng Sin	Limteen Wee
Franciscus	Kim Yoo Kyung	Lin Kim Gek
Farinthon Nainggolan	Koh Chee Keong	Ling Jin Tang
Gao Conger	Koh Hang Chuang	Liong Kang Ping
Gao Kexin	Koh Kah Bian	Liu Xi
Goh Jie Yi	Kok Soke Wai	Lo Chan Fai
Goh Ngee Meng	Kou Wen Jung	Loo Horng Horng
Grunblatt Camille A	Kuoo Kuang Tsin	Low Chai Cheow
Gulati Tanmeet Singh	Kyaw Myat Tun	Low Chor Ngee
Halan Vikash	Kyi Sin Lin Htun	Lu Geok Hong
Hall Jeffrey Allan	Lai Youk Eng	Lu Liang
Han Bing	Law Howard Ka Ho	Mak Wai Siong
Harikumar S/O Suppiah	Lee Chang Yuan	Maquimot Ardee Almeida
Harris Ho Jun Rong	Lee Lim Chuan	Mariebeth Lontoc Lee
Hartaty Widodo	Lee Wen Xing	Melanie D Macoy
Himanshu Verma	Lee Yee Yin	Michael Tee Boon Cheong
Hong Bee Yin	Lee Zi Ying	Mok Chee Keong
Htun Myint Khaing	Leo Kum Yuen	Mon Luu Lwin
Huang Ruizhi	Leong Siew Khuen	Namagiri Poornachandra
Jaffer Alikhan Sharmila	Leong Xingquan	Rao
Banu	Li Hanxiao	Nang Yadanar Htwe
Jayakumar Alagappan	Li Jiarui	Nanthapha K Tan
Meenakshi	Li Li	Nathanael Foo Song Ern
Jeethindra Kumar P Maran	Liang Yanfang	Navneet
Jennifer Lim Poh Wen	Liew Chin Yong	Nawata Yurika
Jeong Hyung Tae	Liew Yao Sin	Neo Choon Chuan
Jerry Teoh Kok Siong	Lim Ah Hong	Ng Choon Heng
Jeslyn	Lim Bee Hua	Ng Kim Yong
Jiang Shuli	Lim Ee Lin	Ng Li Ling
Joshi Jose	Lim Hock Ming	Ng Pei Yi
Joshua Yak	Lim Huey Yuae	Ng Wee Yang
Kaliyaperumal Kumaran	Lim Juak Hwa	Nicholas Darmono
Kam Poh Yin	Lim Siew Wee	Nitin Chokhani
Karuppiah Parthiban	Lim Siew Yoong	Nur Raihah Binte Abdul
Khaing Lai Aye	Lim Teck Chai Danny	Rahman

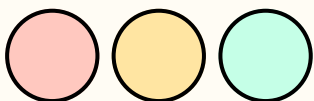


# PATRONS

## Individuals

Nur Raisah Binti Norahim	Sharma Vipul	Toru Hayama
Nurwati Cahya Widodo	Shen Fengrui	Tran Dai Due
Ong Kian Hong	Shermaine Inez Tan Shuang Goat	Tsang Ho Yin
Pabelina Eric Guerina	Shirley George	Victoria Ng Mei Shu
Palani Vidhya	Sim Chin Eng	Wafa Binte Mahzan
Pan Xiaohang	Sim Kheng Heng	Wang Cheng Ding
Pan Xiaolan	Simon Ng Chin Kwee	Wang Jinfeng
Pang Qi Wen	Sivakumar Pavinthan	Wang Siying
Patiwala Mohammed	Soe Pyae Sone	Wickramarathne Kanishka
Nadim Ummarbhai	Sophie Victoria Sparks	Gunageeth
Paul Robert Shepherd	Srinivas	Wong Chi Hang Kingsley
Pee Soon Guan	Su May Thu	Wong King Kheng Dato
Peh Ying Xuan	Su Sandar Lwin	Wong Ying Lei Eleanor
Perfection Tcm	Subhash Ranjan Singh	Wu Chi-Lun
Philippe Rocha Santos	Sudhakar Drushti	Wu Mingzhu
Souto	Tajima Mizuki	Wu Zhou
Pia Chong Cordero	Takahashi Kei	Xia Haochong
Poh See Yong	Takahashi Yuiko	Xiang Jinyu
Pradhan Rashmi Ram	Tamilinian Kandasamy	Xie Ning Qiang
Ramachandran S/O	Chinnachamy	Yao Xifei
Suppaiyah	Tan Chien Sheng	Yap Ken Kin
Randeep Kaur	Tan Foong Keat	Yap Kian Yong
Rawal Chakshu	Tan Kok Huat	Yasmin Rahman
Regina Tok Hsing Ying	Tan Li-Gen Joseph	Ye Qing
Richard Koh Kian Hong	Tan Pei Feng	Ye Shoubin
Ricky Lee Kuang Rong	Tan Pei Ying	Yip Ming Tak Martin
Roh Young Tae	Tan Puay Han	Yong Yar Peng
Rozlan Giri	Tan Ru Yi	Yu Xintong
S Ramachandran	Tan Siang Hui	Yuan Xin
Samuel Philip	Tan Yeing Myian Min	Yuen Oi Mei
Sarina Bte Nazarudin	Tan Yu Juin	Yuiko Takahashi
Sattes Thomas Frido	Tay Yan Ru	Zhang Hongxing
Seah Mui Kin	Tay Yu Meng	Zhang Lei
Seah Poh Yeen	Teo Hui Wen	Zhang Li
Selvendran Sumithra	Teo Yong Hua	Zhou Jianqin
Shanker Viswesh	Tham Puah Ling	Zin Kyi Oo
Sharma Mohit	Tian Feng	





# OUR IMPACT FOR YEAR

## EDUCATION

**169**

students benefitting from meal and transport scheme

**116**

learners attending tuition and enrichment programmes

**115**

children benefitting from Back to School Shopping Trip

## FOOD SECURITY

**1620**

food and household necessities packs distributed to families

**90**

sets of diapers and milk powder worth \$150 each issued to eligible households

**2150**

belanja meal cards distributed to households

## TCM MEDICAL SERVICES

**2052**

patients' count receiving TCM consultation





# CHILDREN/ YOUTH PROGRAMMES



- Meal and Transport Scheme
- Free Tuition Programme
- Enrichment Programmes
- KidsLearn
- RISE Programme



# Meal and Transport Scheme

Introduced in 2023, the Scheme provides monthly stipends to under-privileged households, through top-ups to their EZ-Link Cards. The MTS was designed to assist students who 'fall through the cracks', i.e. do not qualify for other forms of educational or social assistance schemes.

Primary school beneficiaries will receive \$40 or \$60 a month and secondary school beneficiaries receive \$80 or \$90 a month via their EZ-Link Card. Evolving with the needs of the community, we have also begun piloting a tertiary tranche in 2024 for eligible postsecondary students, through which they will receive \$120 monthly

To date, the Scheme has benefited over 120 students from 25 schools in the Southwest District.

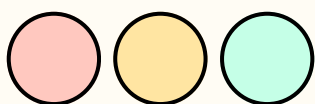
**169**

STUDENTS

**\$76,622**

AMOUNT DISPERSED





# Free Tuition Programme @ Jurong East

Our Free Tuition @ Jurong East is dedicated to enhancing the academic performance of students from financially constrained households. By providing free, high-quality educational support, we empower students to thrive in their studies.



Our programme focuses on core subjects such as English, Mathematics, and Science, and serves primary and secondary school students between the ages of 7 and 17. With a commitment to personalized attention, we maintain a low tutor-to-student ratio, enabling our experienced tutors to offer tailored guidance and support that addresses each student's unique learning needs.



**80**  
LEARNERS

**73**  
SESSIONS

**3723**  
VOLUNTEER HOURS





# Free Tuition Programme @ Boon Lay

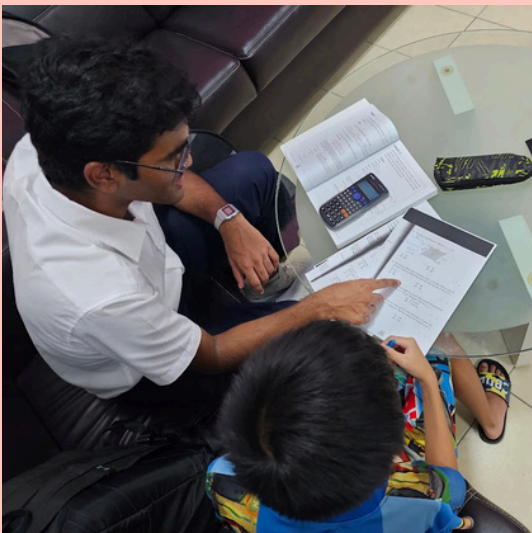
**46**  
LEARNERS

**35**  
SESSIONS

**368**  
VOLUNTEER HOURS

Free Tuition @ Boon Lay is a specialized educational program designed specifically for students under the Ministry of Social and Family Development's (MSF) Comlink+ assistance. This initiative, supported by our partners from the Social Service Office (SSO) and grassroots leaders from Boon Lay, focuses on providing high-quality, free tuition in Mathematics to primary and secondary school students.

Our unique approach involves small group sessions where experienced tutors work with groups of up to five students. This ensures personalized attention and effective teaching tailored to each student's needs. Furthermore, volunteers play a crucial role as study buddies, assisting the tutors and providing additional support to students who require more individualized attention.





# Enrichment Programmes

## Battle Arena

During the June Holidays, we organised an enjoyable day for our learners. Students participated in fun activities such as laser tag and giant board games. Our learners also had the chance to bond with volunteers outside the usual tuition classes.



## Kids at Play

In Collaboration with Kids at Play and Bold at Work, our primary-school service users participated in an exciting half-day of problem-solving. The creative puzzles and riddles challenged their mental acuity while putting their general knowledge to the test!



# Enrichment Programmes

## Rock Climbing

During the June Holidays, we brought our learners to scale new heights at the indoor rock-climbing facility hosted by our partners at Youth Guidance Outreach Singapore (YGOS).



## Christmas Lunch

During the December Holidays, Holiday Inn Express & Suites Singapore Novena invited our service users to a festive lunch and provided them with essential school supplies.





# Enrichment Programmes

## Kids World

In December, our youth and children service users participated in Kids' World 2023, hosted by NTU Welfare Services Club. With a Sustainability-centric theme, the 2-days Camp aimed to foster a sense of responsibility and stewardship towards the environment.



## Story-telling Workshop

In April 2024, we kicked off an exciting collaboration with The Heartbeat Initiative (THBI), a student-led initiative that's all about empowering youths. Our young service users had a blast at a storytelling workshop, an experience that brought them together in a chapter of fun and learning.



# Enrichment Programmes

## Back to School / Race in Time

In our flagship partnership programme with the National Heritage Board, we worked closely with a group of dedicated students from Ngee Ann Polytechnic to design a heritage-themed, adrenaline-driven Amazing Race in the Jurong region. Over 180 participants partook in 2 exciting days of challenges, distributed over 8 heritage sites.

Beyond the educational experience, our youth and children service users were also treated to a back-to-school outing at Jurong Point, where they were empowered to shop for supplies for the new School Term in 2024.





# KidsLearn



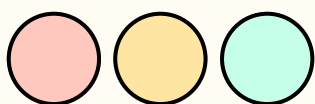
In partnership with Youth Corps Singapore (YCS), Loving Heart (Jurong) has organised 3 runs of KidsLearn for over 30 children.

KidsLearn is an enrichment programme designed to help preschoolers improve their literacy.

The lessons leverage upon innovative technologies such as the Khan Academy Kids e-learning platform and creative play-based methodologies, all conducted by trained and passionate youth volunteers!







# RISE



In partnership with the School of Concepts (SOCs), the RISE Programme is dedicated to enhancing young learners' English literacy skills. Our goal is to provide a solid foundation in reading, writing, comprehension, and communication. This year, we have collaborated with Boon Lay YN to extend the reach of this initiative to children residing in the Boon Lay area, ensuring they have access to these vital educational resources.





# COMMUNITY INVOLVEMENT



- Free TCM Clinic
- Case Management
- Food Gift+ and Assist Pro
- Project Journey with You
- Belanja @ Jurong Central
- Medical Escort and Transport





# Free TCM Clinic



**2052**  
PATIENT COUNT

**240**  
SESSIONS

**960**  
VOLUNTEER HOURS

In partnership with Cheng Hong Welfare Service Society saw the commencement of the Free Traditional Chinese (TCM) Clinic on 4 January 2010. It aims to serve the underprivileged residents in the region with free consultation, acupuncture and medication for all.

The team is led by physicians from Cheng Hong and supported by trained pharmacists. The clinic sees approximately 70 patients each week. Located at Block 312 Jurong East Street 32, #01-319, the clinic operates every Monday to Friday from 1pm to 4pm. Walk-in registration starts from 12.50pm and ends at 3.30pm.





# Case Management

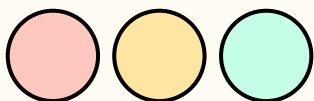
In light of ongoing economic uncertainties, many households are encountering more complex challenges requiring diverse forms of support. Our case management services are designed to support residents in navigating unexpected hardships, such as sudden job loss or illness.

By collaborating closely with other Social Service Agencies and organizations, we ensure that vulnerable residents receive comprehensive support, including financial aid, counselling services, and job placement opportunities. To reach out to less mobile residents, we also conduct House Visits to better understand their circumstances.



We provide a range of assistance to our clients, including food rations, meal and transport allowances through the Meal & Transport Scheme, free tutoring, access to a free Traditional Chinese Medicine (TCM) clinic, and referrals to external partners.





# Food Gift+ and Assist Pro



Our enhanced monthly food gift program is tailored to support vulnerable families, offering flexibility to meet their specific needs. The duration of assistance is determined on a case-by-case basis, reflecting the growing demand for our services over the years.

Aligning with the needs of the Community, our packages include household items such as laundry detergent, toothbrushes and toilet papers to extend beyond the dietary needs of our service users.

Families with young children and elderly members are also supported by Assist Pro programme, consisting of formula milk powder, baby diapers, and/or adult diapers.

## Satellite Distribution @ Nanyang & Jurong Central Zone A RN

In collaboration with Nanyang CC and Jurong Central Zone A Rn, Loving Heart (Jurong) has also set up satellite distribution centres to reach out to a wider pool of beneficiaries in need.

**1,620**

FOOD GIFT  
PACKETS  
DISTRIBUTED

**90**

SETS OF DIAPERS AND  
MILK POWDER WORTH  
\$150 EACH ISSUED

**\$76,339**  
SPENT





# Food Gift+ and Assist Pro



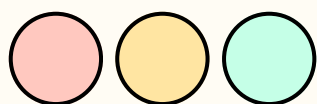
Packing and delivering of food packs to home delivery recipients, in our regular partnership with Accelleron Singapore!



Shout out to the members of Jurong Community Health for their generous donations!







# Belanja @ Jurong Central

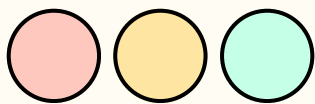


Project Belanja @ Jurong Central is a community food distribution scheme designed to address food security in Jurong Central. Residents under the scheme can redeem cooked meals and drinks on a quarterly basis at participating operators through a “meal card” worth \$30, comprising six meals at \$4 each and six drinks at \$1 each at participating coffee shops and eateries. Residents who wish to offer a helping hand to ‘belanja’ fellow residents can also purchase magnets at \$4 each to place on the redemption board for those who need them to redeem when they visit the stalls.

In 2024, we have distributed 2150 meal cards to various households and expect to reach more households per run in time to come. In collaboration with Jurong Central Citizens’ Consultative Committee, Loving Heart Multi-Service Centre (Jurong) is happy to be able to serve more residents warm meals and help make food security accessible to more!

Pictured on the right, we were honoured to have our advisors and partners launch the programme in January 2019. Their involvement serves as a testament to the importance and impact of our initiative, and we are grateful to have their endorsement for this meaningful program.





# Project Journey- With-You



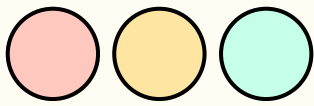
In September 2023, Loving Heart (Jurong) partnered with PCF Sparkletots Centres (Jurong Central) to distribute vouchers to over 500 residents.

The Project took place over 2 full days, to ensure that no residents were left out in the redemption process.

With over 100 volunteers and volunteers involved in this meaningful Project, we distributed over \$24,000 in NTUC vouchers!







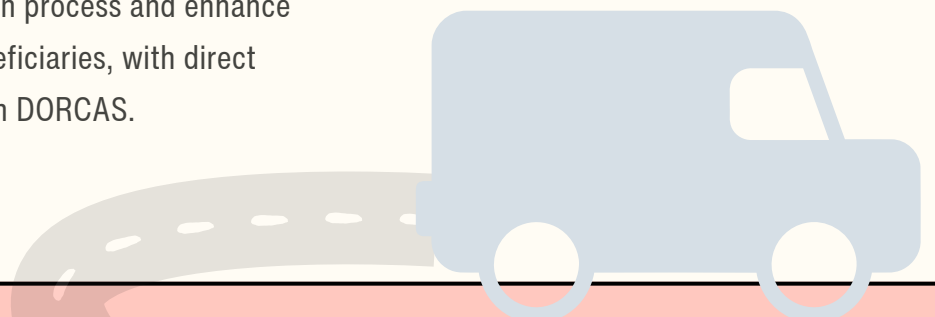
# Medical Escort & Transport

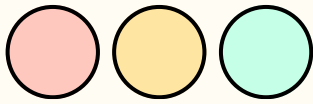


In collaboration with DORCAS Home Services, Loving Heart (Jurong) offer MET services to residents who require assistance to attend medical appointments. The services will assist vulnerable elderly residents who are living alone without a regular caregiver during the day. It will also assist caregivers who are under strain.

Loving Heart (Jurong) is also an appointed referral source by Agency For Integrated Care (AIC) for Meals-On-Wheel, Mobile Escort and Transport (MET) and Home Personal Care. As a referral source, we will be able to manage applications for the relevant services and submit requests to service-providers via AIC's Integrated Resources Management System.

With DORCAS Home Services as our close partner, we will be able to speed up the application process and enhance availability of support for our beneficiaries, with direct access to fleet and resources from DORCAS.



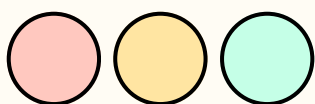


# Fund raising efforts



- Gala Charity Dinner
- Support from Civic Organisations
- Pledge Card Fundraising
- Digital Fundraising
- Well Wishers





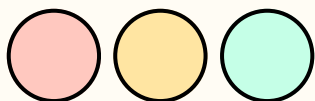
# Gala Charity Dinner

Our Gala Charity Dinner was held on 2 March 2024 at the Civil Service Club at Tessensohn. Organised by Mr Ong Pang Aik BBM(L) and Mr Seah Hock Thiam, the Dinner was well-attended by over 300 guests which included our esteemed partners, patrons, donors and members of the community.

Gracing our event were Mr Desmond Lee, Minister for National Development & Minister-in-charge of Social Services Integration, Mr Lim Boon Heng, Founding Adviser and Chairman of Temasek Holdings Private Limited; Mdm Rahayu Mahzam, Minister of State, Ministry of Communications and Information & Ministry of Health and Mr Xie Yao Quan, Adviser and MP for Jurong GRC.

The event was a huge success with more than \$500,000 pledged through table sales, outright donations and auction. Our heartfelt appreciation to our generous donors for supporting the vulnerable and joining us in bridging a more inclusive community!





# Support from Civic Organisations

The Civic Group consist of the Chinese Temples and 7th Month Organisations within Jurong GRC and beyond. Each year, civic groups will contribute to Loving Heart through donations and donations in-kind for our clients. They also provide a platform for us to raise funds during their temple events. Their kindness and generosity have enabled Loving Heart to extend our programmes and projects to more families and elderlies in need.



As the organising of civic dinners resumed after the pandemic, we are grateful for the support of groups including Ji Qing Tang, Ji Shan Tang, Jurong West 505 He Zhong 7th Month, Jurong West Street 42 Zone 11 7th Month, Management of Makino Asia Pte Ltd, Makino Asia Pte Ltd's 7th Month Organising Committee, Qiong Yao Jiao Di, Tong Whye Temple, and Yuhua Constituency St 31 Shop-Proprietors and Hawkers Association.





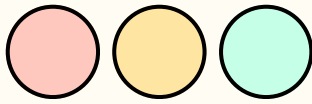
# Pledge Card Fundraising



This year, we revitalized and re-launched our pledge card fundraising campaign. Partnering with schools, we engaged students to raise funds for the Centre's meaningful causes during their March holidays.

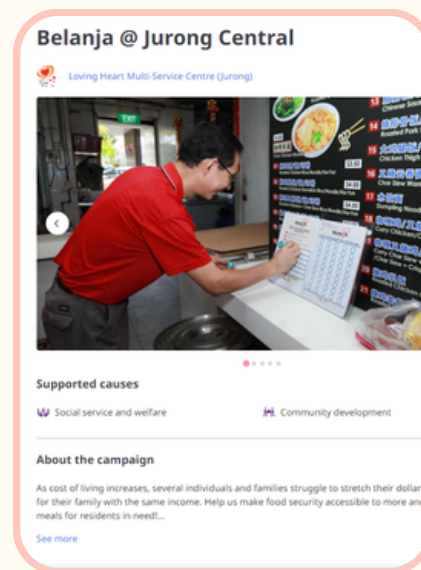
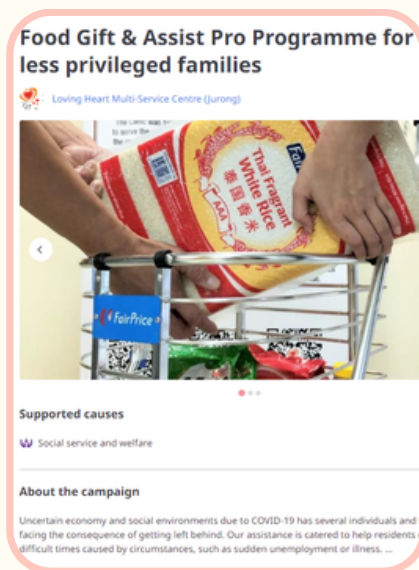
Leveraging the digital expertise of our staff and the strategic guidance of our Board, we transitioned this year's pledge cards entirely to an e-payment model. Each card now features a unique PayNow e-Payment QR Code, making it easier than ever for generous donors to support our Centre. This innovation not only simplifies the donation process but also enhances the reliability of tracking and accounting.





# Digital Fundraising

Loving Heart has also expanded our fundraising reach online to garner more funds and boost our online presence. Campaigns were created on Giving.sg, a national giving platform to donate, volunteer and fundraise for programmes such as Food Gift+ and Assist Pro Programme, and Belanja @ Jurong Central.



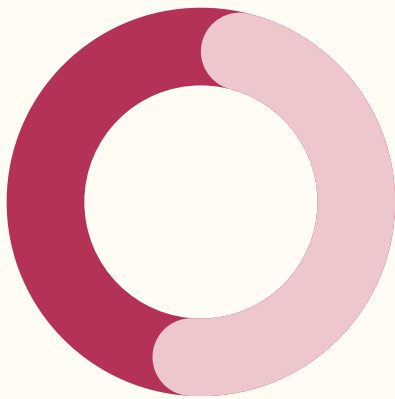
## Well-Wishers

Each year, with the help of generous donors, we were able to significantly expand our reach in the communities we serve. As we expand our existing programmes and explore new initiatives, we express our appreciation for the support from well-wishers. Your continued kindness and generosity ensure that the Centre may continue to fulfil its mission!





# Summary of Funds Raised



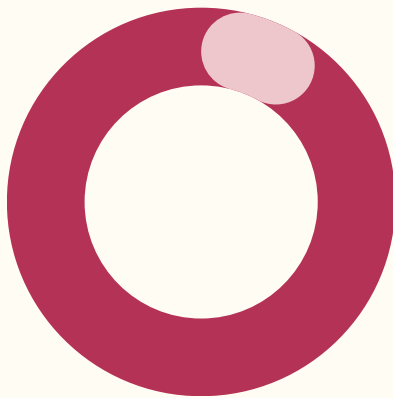
**\$493,381**

GALA  
CHARITY DINNER



**\$90,094**

SUPPORT FROM  
CIVIC ORGANISATIONS



**\$24,616**

DIGITAL  
FUNDRAISING

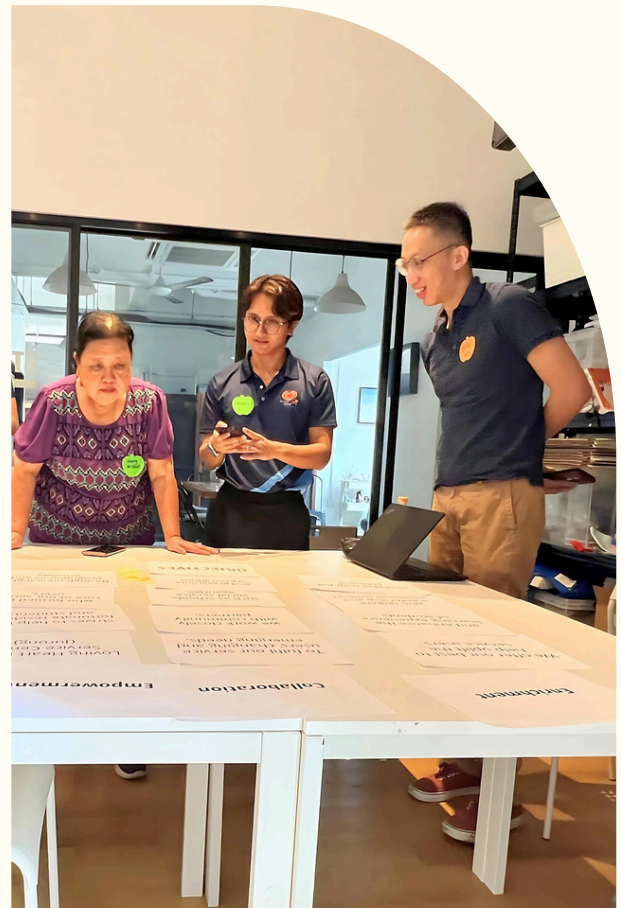


**\$65,824.64**

SUPPORT FROM  
WELL WISHERS



# Staff Development



- Strategic Planning Session
- Team-bonding and Training



# Strategic Planning Retreat

In September 2023, the Centre staff and Management Committee embarked on a strategic planning retreat with our community partners and Adviser. In the session, we conducted a deep dive into the future directions for the Centre and explored ways to strengthen our existing partnerships.

Facilitated by Ms Jennifer, a volunteer & professional Coach, our staff and Board Members were encouraged to express their hopes for the Centre and to conceptualise programmes that would best serve our Mission, Vision and Objective.







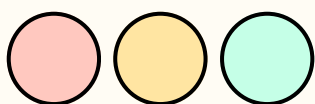
# Team-bonding and Training

Organised by Ransack Singapore, our staff participated in a full-day Puzzle Hunt at Marina Bay to explore creative new ways to engage our youth and children service users.

Distributed across various iconic landmarks such as Gardens by the Bay and Marina Bay Sands, the teams had to deploy their skills of deduction and teamwork to decrypt the challenging puzzles !







# Appreciating our volunteers

---

Aden Koek  
Ahamed Jalaludeen s/o  
Mohamed Abdul Hameed  
Alice Lim Kim Kee BBM  
Ang Lor Nah  
Angelia Poh Yi  
Ashok Agarwal  
Aung Min Hein  
Ayshwaria Ravikumar  
Benjamin Poh  
Caitlyn Kok  
Celia Pang  
Chan Jia Yu  
Chanddha Keshoore Rajan  
Che Ah Kau  
Chen Wei Lynn  
Cheyanne Goh  
Chiang Hui Zhi  
Chong Qing Ya  
Choo Ze Yuan  
Connie Au May Cheen  
Desmond Ong Kim Han  
Dhruv Prakash  
Eddie Neo Hann Ming  
Eio Kia Wee  
Eugene Teo Jin Xiang  
Felicia Tan Le Xuan  
Feng, Yi Fan  
Francene Punzalan  
Goh Tian Ning  
Haashini Sai  
Ho Jia Yi Jenevieve  
Ho Qwee Khim  
Indira Ashok  
Jai Krishan  
Jancy Mathews  
Jenevieve Ho Jia Yi  
Jeong Siyeon  
Jessica Tan Bee Lian  
Joseph Edwin Selvakumar

Joycelyn Tan Xiao Qi  
Kaedi Lim Hui Shan  
Kang Meow Kee  
Kenny Teo  
Kieran Al Khaliff Bin  
Monsen  
Kimberly Tan Yu Wen  
Koh Siew Cheng  
Koh Teck Wah  
Komati Reddy Nikhita  
Krishnasamy Ravikumar  
Laha Rinki  
Lai Tee Cheok  
Latha Partha Pratim  
Lau Zi Xing  
Lay Boon Kiong  
Lee Lay Ting  
Lee Shao Dong  
Lee Wei Xuan Adriel  
Lee Xin Yan  
Lenny Cheong  
Leroy Chua Kai Yang  
Li Hanyu  
Li Ke Lun  
Liau Wei Fong  
Lim En Ler Eunice  
Lim Han Yen  
Lim Si Yuan  
Lim Tong Keong  
Lim Yen Teng, Silvia  
Liong Wai Ling  
Liu Rijong  
Liz Baiju  
Lok Yang Teng  
Loy Pei Xian  
Mabel Ong Sor Boh  
Maedyn Soh Shi Hui  
Mah Hoy Ee, Genevieve  
Mah Rong Xuan  
Marcus Ng Shi Zhe

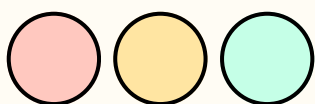
Megan Lee Yan Qi  
Micah Yu  
Murali Mourya  
Natasha Alexandra  
Gunawan  
Ng Jau Min  
Ng Jing Yi  
Ng Shi Zhe Marcus  
Nurul Natasha Binte Rafiq  
Oh Xin Yin ,Alycia  
Ong Jing Ying  
Oon Ee Kai  
Pearl Lynn Chan  
Phua Wei Heng Herman  
Pratibha Bansal  
Raelynn Pei Yu Xuan  
Regina Kwan Jing Ying  
Royston Tan Ban Hee  
Ryan Choo Weijie  
Sally Goh Gek Hong  
Samuel Ko Yuen Zheng  
Sean Lim Jing Kun  
Sherlyn Goh Ting Hui  
Soh Shi Hui Maedyn  
Soh Shu E  
Sumathi Subramaniam  
Tan Bee Bee  
Tan Hao Wei  
Tan Yu Wen Kimberly  
Teo Lay Sze  
Thomas Webb  
Toh Yu Qi  
Tok Teck Kwan, Jordan  
Tyra Ang Jia Ling  
Winnie Koh  
Wint Thawda Lwin  
Wong Cui Ying  
Yap Qianle, Tracy  
Yun Peng, Rachel  
Zhang Weide Paul Chong



# DECLARATIONS



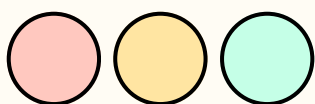
- Declaration
- Reserves and Investment Policy
- Conflict of Interest Policy
- Whistleblowing Policy
- Plans for the Future
- Governance Checklist



# Declarations

Name	Position and Date of Current Appointment	Previous Appointment	Occupation	Attendance
Goh Cheng Tee, PBM	Chairman (01/07/2023)	Immediate Past Chairman	Director, GWTECH Engineering	4
Karthik Sankaran	Immediate Past Chairman (01/07/2023)	Chairman	Director, BlackRock	5
Tey Siang Lim, Gerald	Vice-Chairman (01/07/2023)	Secretary	Chief Executive Officer, AWG Insurance Brokers	6
Abdul Karim S/O Shahul Hameed PPA(G) PBM	Secretary (01/07/2023)	Treasurer	Head, Executive Service, SASCO Senior Citizens' Home	6
Ng Saing Leong	Assistant Secretary (01/07/2023)	Assistant Treasurer	Consultant	5
Ong Tee Yuh Serene	Treasurer (01/07/2023)	Member	Principal Consultant, LoveJoy Consultancy	4
Chiang Ah Choo BBM PBS	Assistant Treasurer (01/07/2023)	Assistant Secretary	Retired Civil Servant	6
Ng Kok Kiang Lawrence	Member (01/07/2023)	Member	Chief Executive Officer, THK Moral Society	2
Lai Jian Qin	Member (01/07/2023)	Member	Legal Counsel, Nansen	2
Ahamed Jalaludeen s/o Mohamed Abdul Hameed	Member (01/07/2023)	N.A.	Business Owner	5
Chiang Chin Yong, Grace	Member (01/07/2023)	Member	Chief Campus Planning Officer, Alexandra Hospital	On leave of absence
John Lim Kwang Meng	Member (01/07/2023)	Member	Director, LIMN Law Corporation	3
Quek Choong Meng Lance	Member (01/07/2023)	Member	Co-founder, Blackforest Global Management	4
Toh Hong Yew Zac	Member (01/07/2023)	Member	Founder, GWS Living Art	4





# Declarations

Name	Position	Date of Appointment
Goh Peng Tong BBM (L)	Advisory Councillor	1/7/2011
Koh Chuey Keen Jenny BBM	Advisory Councillor	1/7/2017
Lee Kim Siang BBM (L)	Advisory Councillor	1/7/2013
Henry Ho Kok Wai BBM (L)	Advisory Councillor	1/7/2005
Yap Thian Ling BBM (L)	Trustee	1/7/2011
Chua Song Peck BBM	Trustee	20/6/2023
Tan Lip Kwang Kelvin BBM	Trustee	20/6/2023
Tan Siang Hui Wilson	Executive Director	1/8/2019

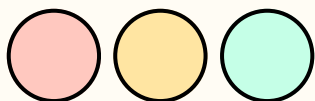
A total of 6 Management Committee Meetings were held within Jun 2023 to Apr 2024 respectively on: 20/06/2023, 16/08/2023, 11/10/2023, 13/12/2023, 07/02/2024, and 16/04/2023.

No remuneration is paid to any member in the Management Committee. This excludes reimbursement of expenses.

There is no paid staff who are close members of the family of the Executive Head or Board Member, who receives more than \$50,000 during the year.

Remuneration range of three highest paid staff:

Remuneration Band	
Between \$150,001 to \$200,000	0
Between \$100,000 to \$150,000	1



# Declarations

The following Board Members have served on the Management Committee for more than ten years. Following the Centre's Annual General Meeting 2023, they were elected to service a 2-year term (from 1st of July 2023 to 30th of June 2025) :

## **Mr Goh Cheng Tee, PBM**

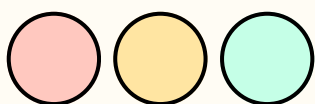
As a long-serving and active grassroots leader and entrepreneur, his expertise enables us to secure invaluable support and facilitates a seamless progression as we focus on board diversity and renewal.

## **Mr Tey Siang Lim Gerald**

He has made beneficial contributions by imparting valuable knowledge and skills to the newer members in the Management Committee and staff. His strong community linkage with clan associations is also an asset to the organisation.

## **Ms Chiang Ah Choo BBM**

As a long-serving and active grassroots leader, her extensive knowledge and experience on the ground enable us to garner invaluable support when we collaborate with community partners.



# Declarations

## Governing Instrument

Loving Heart Multi-Service Centre (Jurong) refers to our Constitution as our governing instrument in setting out the key provisions regarding the administration of the organisation. This includes its charitable purposes, composition of the governing board, duties of office bearers, appointment of trustees, details of committee and general meetings, amendments to constitution, dissolution or cessation of charity status.

## Reserves and Investment Policy

Loving Heart Multi-Service Centre (Jurong) targets to maintain an optimal level of operating reserves equivalent to three years of its budgeted expenditure or at least \$3,518,440, whichever is lower. The current Reserve Ratio is 3.19.

Investable Incomes refer to the balance of surplus and reserves (less) working capital. The choice of investment instrument should guarantee the initial capital and risk of investment is restricted to market risk or of low-risk nature. Products invested should have a maturity period of not more than 2 years and be easily liquidated if upon request.

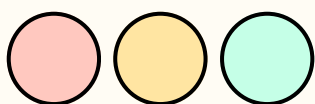
## Conflict of Interest Policy

The Centre's policy is for all Management Committee members and staff to make a yearly declaration if there are holding other employment or appointments such as Boards, Committees or any other roles outside of the organisation. Potential conflict of interest in immediate family members' employment and/or ventures is also declared.

## Whistleblowing Policy

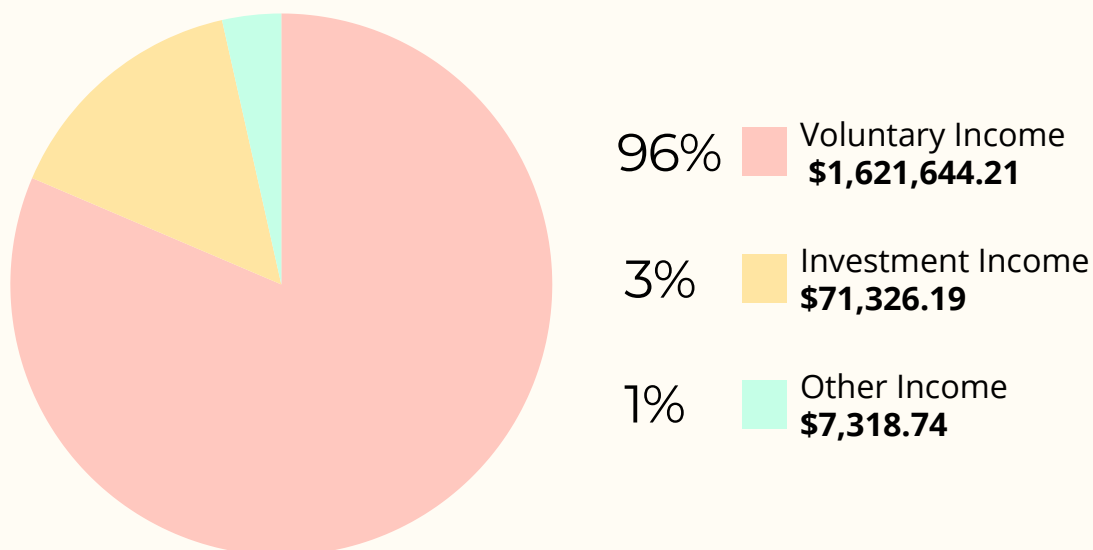
The policy strives to provide a platform whereby Loving Heart Multi-Service Centre (Jurong)'s employees or members of the public can raise genuine concerns about possible improprieties in matters of financial report, illegal activities, or other malpractices at the earliest opportunity, and in an appropriate way so that the organization may take relevant action. The policy, procedures, and relevant forms for making a report is available publicly on our website.



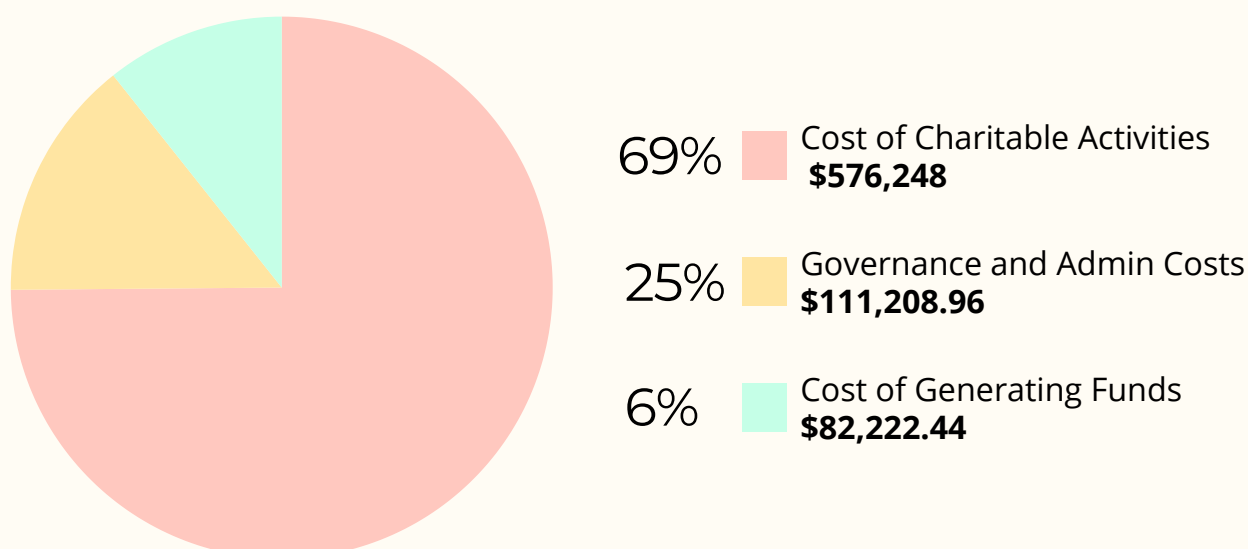


# SUMMARY OF FINANCIAL PERFORMANCE

## INCOME BREAKDOWN



## EXPENDITURE BREAKDOWN





# Declaration

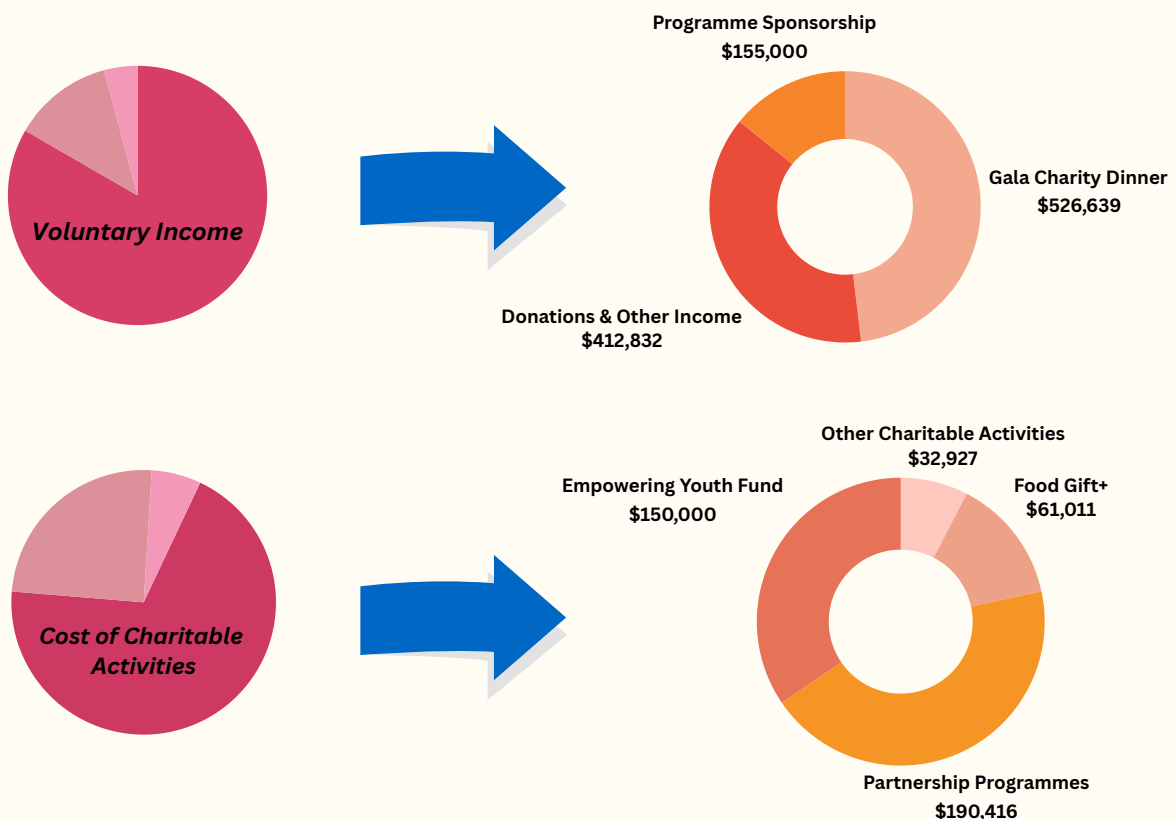
## Plans for the Future

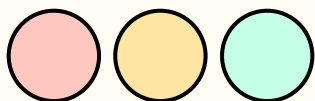
Loving Heart Jurong's fundraising plans for the Financial Year 2024 – 2025 involve continuing our main fundraising event, the annual Gala Charity Dinner. Our goal is to raise \$526,639 through table sales, outright donations, and auctions, which will be directed toward supporting our key services and programs. Additionally, we aim to secure \$412,832 in sponsorships for our key initiatives, such as Belanja @ Jurong Central and Project Journey with You.

Regarding our financial allocations, our expenditures remain primarily concentrated in our key Charitable programmes and activities. These encompass our Food Gift+ Programme, Partnership Programmes, and the Empowering Youth Fund (EYF). With the expansion of our level-based tuition classes, we anticipate increased costs to match the requirements of a structured curriculum and recruitment of professional tutors across different subjects.

Our unwavering dedication to data-driven decision-making remains at the forefront of our strategy. We are embarking on a transformative digital journey to restructure and enhance our Volunteer Management and Client Management Systems. This significant revitalization will empower us to expand gracefully, nurturing our community of committed volunteers and adapting to the dynamic requirements of those we serve.

### PROJECTED INCOME & EXPENDITURE (FY2023-2024)

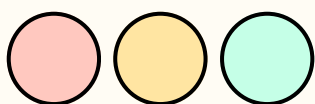




# Governance Checklist

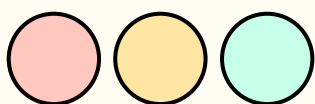
Call for Action	Code ID	Response
<b>THE CHARITY SERVES ITS MISSION AND ACHIEVES ITS OBJECTIVES.</b>		
Clearly state the charitable purposes (For example, vision and mission, objectives, use of resources, activities, and so on) and include the objectives in the charity's governing instrument. Publish the stated charitable purposes on platforms (For example, Charity Portal, website, social media channels, and so on) that can be easily accessed by the public.	1.1	Complied
Develop and implement strategic plans to achieve the stated charitable purposes	1.2	Complied
Have the Board review the charity's strategic plans regularly to ensure that the charity is achieving its charitable purposes, and monitor, evaluate and report the outcome and impact of its activities.	1.3	Complied
<b>THE CHARITY HAS AN EFFECTIVE BOARD AND MANAGEMENT.</b>		
The Board and Management are collectively responsible for achieving the charity's charitable purposes. The roles and responsibilities of the Board and Management should be clear and distinct.	2.1	Complied
The Board and Management should be inducted and undergo training, where necessary, and their performance reviewed regularly to ensure their effectiveness.	2.2	Complied
Document the terms of reference for the Board 2.3 and each of its committees. The Board should have committees (or designated Board member(s)) to oversee the following areas*, where relevant to the charity:  a. Audit b. Finance  * Other areas include Programmes and Services, Fund-raising, Appointment/Nomination, Human Resource, and Investment.	2.3	Complied
Ensure the Board is diverse and of an appropriate size, and has a good mix of skills, knowledge, and experience. All Board members should exercise independent judgement and act in the best interest of the charity.	2.4	Complied
Develop proper processes for leadership renewal. This includes establishing a term limit for each Board member. All Board members must submit themselves for re-nomination and reappointment, at least once every three years.	2.5	Complied





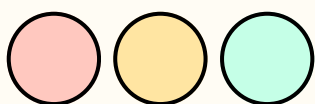
# Governance Checklist

Call for Action	Code ID	Response
<b>THE CHARITY HAS AN EFFECTIVE BOARD AND MANAGEMENT.</b>		
Develop proper processes for leadership renewal. This includes establishing a term limit for the Treasurer (or equivalent position).  For Treasurer (or equivalent position) only:  The maximum term limit for the Treasurer (or equivalent position like a Finance Committee Chairman, or key person on the Board responsible for overseeing the finances of the charity) should be four consecutive years. If there is no Board member who oversee the finances, the Chairman will take on the role.  • i. After meeting the maximum term limit for the Treasurer, a Board member's re- appointment to the position of Treasurer (or an equivalent position may be considered after at least a two-year break.  • ii. Should the Treasurer leave the position for less than two years, and when he/she is being re-appointed, the Treasurer's years of service would continue from the time he/she stepped down as Treasurer.	2.6	Complied
Ensure the Board has suitable qualifications and experience, understands its duties clearly, and performs well.  a. No staff should chair the Board and staff should not comprise more than one-third of the Board.	2.7	Complied
Ensure the Management has suitable qualifications and experience, understands its duties clearly, and performs well.  a. Staff must provide the Board with complete and timely information and should not vote or participate in the Board's decision-making	2.8	Complied
<b>THE CHARITY ACTS RESPONSIBLY, FAIRLY AND WITH INTEGRITY.</b>		
Conduct appropriate background checks on the members of the Board and Management to ensure they are suited to work at the charity.	3.1	Complied
Document the processes for the Board and Management to declare actual or potential conflicts of interest, and the measures to deal with these conflicts of interest when they arise.  a. A Board member with a conflict of interest in the matter(s) discussed should recuse himself/ herself from the meeting and should not vote or take part in the decision-making during the meeting.	3.2	Complied
Ensure that no Board member is involved in setting his/her own remuneration directly or indirectly.	3.3	Not Applicable



# Governance Checklist

Call for Action	Code ID	Response
<b>THE CHARITY ACTS RESPONSIBLY, FAIRLY AND WITH INTEGRITY.</b>		
Ensure that no staff is involved in setting his/her own remuneration directly or indirectly.	3.3	Complied
Establish a Code of Conduct that reflects the 3.4 charity's values and ethics and ensure that the Code of Conduct is applied appropriately.	3.4	Complied
Take into consideration the ESG factors when conducting the charity's activities.	3.5	Complied
<b>THE CHARITY SERVES ITS MISSION AND ACHIEVES ITS OBJECTIVES.</b>		
Implement and regularly review key policies and procedures to ensure that they continue to support the charity's objectives.  a. Ensure the Board approves the annual budget for the charity's plans and regularly reviews and monitors its income and expenditures (For example, financial assistance, matching grants, donations by board members to the charity, funding, staff costs and so on).	4.1a	Complied
Implement and regularly review key policies and procedures to ensure that they continue to support the charity's objectives.  b. Implement appropriate internal controls to manage and monitor the charity's funds and resources. This includes key processes such as: <ul style="list-style-type: none"><li>i. Revenue and receipting policies and procedures;</li><li>ii. Procurement and payment policies and procedures; and</li><li>iii. System for the delegation of authority and limits of approval.</li></ul>	4.1b	Complied
Seek the Board's approval for any loans, donations, grants, or financial assistance provided by the charity which are not part of the core charitable programmes listed in its policy. (For example, loans to employees/subsidiaries, grants or financial assistance to business entities).	4.2	Complied
Regularly identify and review the key risks that the charity is exposed to and refer to the charity's processes to manage these risks.	4.3	Complied
<b>THE CHARITY IS ACCOUNTABLE AND TRANSPARENT.</b>		
Disclose or submit the necessary documents (such as Annual Report, Financial Statements, GEC, and so on) in accordance with the requirements of the Charities Act, its Regulations, and other frameworks (For example, Charity Transparency Framework and so on).	5.1	Complied



# Governance Checklist

Call for Action	Code ID	Response
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## THE CHARITY IS ACCOUNTABLE AND TRANSPARENT.

Generally, Board members should not receive remuneration for their services to the Board. Where the charity's governing instrument expressly permits remuneration or benefits to the Board members for their services, the charity should provide reasons for allowing remuneration or benefits and disclose in its annual report the exact remuneration and benefits received by each Board member.	5.2	Complied
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The charity should disclose the following in its annual report: a. Number of Board meetings in the year; and b. Each Board member's attendance.	5.3	Complied
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The charity should disclose in its annual report the total annual remuneration (including any remuneration received in the charity's subsidiaries) for each of its three highest-paid staff, who each receives remuneration exceeding \$100,000, in incremental bands of \$100,000. Should any of the three highest-paid staff serve on the Board of the charity, this should also be disclosed. If none of its staff receives more than \$100,000 in annual remuneration each, the charity should disclose this fact.	5.4	Complied
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The charity should disclose in its annual report the number of paid staff who are close members of the family of the Executive Head or Board members, and whose remuneration exceeds \$50,000 during the year. The annual remuneration of such staff should be listed in incremental bands of \$100,000. If none of its staff is a close member of the family of the Executive Head or Board members and receives more than \$50,000 in annual remuneration, the charity should disclose this fact.	5.5	Complied
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Implement clear reporting structures so that the Board, Management, and staff can access all relevant information, advice, and resources to conduct their roles effectively. a. Record relevant discussions, dissenting views and decisions in the minutes of general and Board meetings. Circulate the minutes of these meetings to the Board as soon as practicable.	5.6a	Complied
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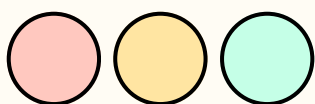
Implement clear reporting structures so that the Board, Management, and staff can access all relevant information, advice, and resources to conduct their roles effectively. a. The Board meetings should have an appropriate quorum of at least half of the Board, if a quorum is not stated in the charity's governing instrument.	5.6b	Complied
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## THE CHARITY COMMUNICATES ACTIVELY TO INSTIL PUBLIC CONFIDENCE.

Develop and implement strategies for regular communication with the charity's stakeholders and the public.	6.1	Complied
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Listen to the views of the charity's stakeholders and the public and respond constructively	6.2	Complied
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# CONTACT US @


## GENERAL OFFICE & TRAINING CENTRE


 Block 316 Jurong East Street 32  
#01-279  
Singapore 600316

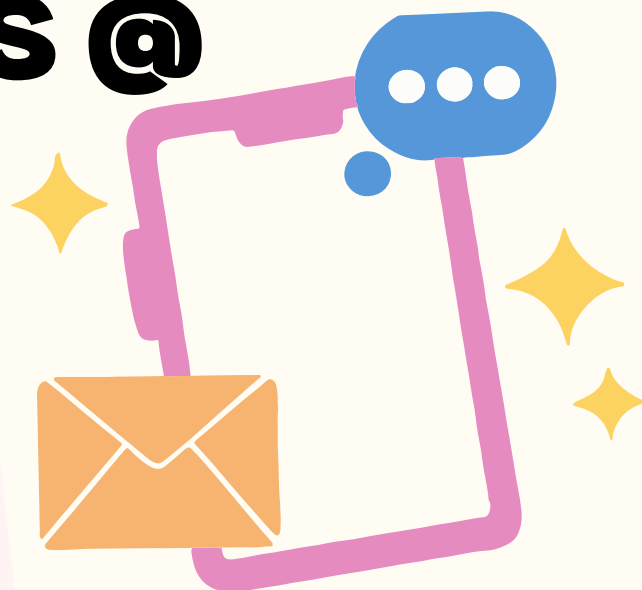
 Tel: +65 6567 4166  
Fax: +65 6569 7957

## ACTIVITY CENTRE & TCM CLINIC

 Block 312 Jurong East Street 32  
#01-319  
Singapore 600312

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

 [contact@lovingheartjurong.org.sg](mailto:contact@lovingheartjurong.org.sg)



### Legal Status, Membership and Affiliation

Loving Heart Multi-Service Centre (Jurong) was registered with the Registrar of Societies (ROS-0163/2004 WEL) w.e.f. 07 July 2004.

Loving Heart Multi-Service Centre (Jurong) is a Member of National Council of Social Services (NCSS) – ref NM/0424/100620051527.

Loving Heart Multi-Service Centre (Jurong) was granted NCSS Charitable status - CF/0424/18092006104729.

IPC Registration No: 001833 / IPC 000036. It was renewed on 1 May 2023 and will be valid till 31 December 2025.



爱心服务中心  
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CHANGING THE  
*community*  
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