



One Family
With Love

Our Vision

A nation where every senior is active, healthy and happy.

Our Mission

To provide friendship and care for seniors to age in place with community participation, enabling them to enjoy meaningful and enriching lives.

Our Objectives

Relieve the loneliness, isolation and boredom of lonely seniors

Facilitate integration of lonely seniors into the community

Facilitate empowering of our lonely seniors

Promote community participation in caring for the seniors Promote active and positive aging

Encourage lonely seniors to age in place with community support

Our Core Values

Commitment

We pledge to give our best to enrich the lives of those we touch

Integrity

We uphold trust and accountability in all we do

Respect

We honour the individual's rights and beliefs

Compassion

We serve with kindness and openness

Leadership

We inspire and empower change for a better future

Empathy

We listen, we feel, we care

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Lions Befrienders Service Association (Singapore) is a member of NCSS.

UEN: S95SS0076A

Charity Registration No.: 00125

IPC Registration No.: IPC000228

IPC Period: 04/07/2021 – 03/07/2024

Auditor: Credo Assurance LLP

Bankers: Bank of China, BNP Paribas, DBS Bank Ltd, Hong Leong Finance Limited, Malayan Banking Berhad, Oversea-Chinese Banking Corporation Limited

Chairman's Report



PDG Anthony Tay
PPA BBM

Dear fellow Lions, Befrienders, Partners & Supporters of Lions Befrienders Service Association,

It is with great pleasure that I present to you LBSA's annual report for 2022/2023. Over the past three years, we have encountered unprecedented challenges and uncertainties resulting from events that have unfolded both in Singapore as well as around the world. Despite this, LBSA has continued to make progress and added to its list of achievements across its different programmes and services.

This is in no small part due to the passion, determination and can-do spirit of our staff to overcome any obstacles in order to fulfill our mission of caring for our seniors and enabling them to enjoy meaningful and enriching lives. Many of us started off as strangers, but grew into a family, united by the same goals and objectives for LBSA. Just like family, we have bonded together in the face of these challenges to help one another get to where we are today.

”

Just like family, we have bonded together in the face of these challenges to help one another get to where we are today.

Of course, all this would also not have been possible without the steadfast support from the Lions Clubs of Singapore, our volunteers, donors, sponsors and network partners who have stood by us all this while. You are an integral part of our big LBSA family alongside our seniors, and we will continue to work as one to show forth the love and care that each senior deserves.

Moving Towards a First-World Eldercare

Our dedication towards being a first-world eldercare service provider has seen LBSA at the forefront of technology, as we rolled out innovations that empower seniors to help them lead happy and fulfilling lives.

Since LBSA's digitalisation plan was launched in June 2020, the I-OK health-centric ecosystem has been expanded and upgraded to now include the IM-OK device (which monitors the daily well-being of seniors), F.A.C.E AI (which employs AI technology for the screening of mental health), Cognitivity's CognICA app (allowing for the early detection of mild cognitive impairment) and IM-Healthy station.

Thanks to the generosity of our sponsors, the IM-Healthy station,

which measures one's health statistics such as blood pressure, body fat percentage, heart rate, weight, BMI, bone and muscle mass, is now available at all 10 of our Active Ageing Centres (AACs). Working hand in hand with the Healthier SG initiative by the Ministry of Health (MOH), this allows our seniors to record their health status conveniently and regularly, with the information shared with the seniors' family members and collected by healthcare professionals to improve the accuracy of future assessments.

Some of the above innovations were also showcased at the Digital for Life - Singapore Festival 2022, making LBSA the only charity organisation, under the invitation of the Infocomm Media Development Authority (IMDA), to host an exhibition booth at this event.

An outcome from our health-centric ecosystem was the roll-out of Safe Pod @ Queenstown in October 2021, where LBSA was appointed by the Prime Minister's Office to collaborate in this pilot project that raises awareness on mental wellness among the community. The Safe Pod, a roving van equipped with F.A.C.E AI and manned by one of our diploma degree-trained counsellors on board, provides a high-tech, high-touch approach towards providing mental health intervention and support.

The adoption of healthcare innovations by our seniors will continue to be our focus as we aim to use technology as an enabler of healthy and active ageing.

Providing Preventive Holistic Care of Seniors

Since April 2020, LBSA has embarked on a holistic approach towards the care and development of seniors, in line with the World Health Organization (WHO)'s goals to improve the quality of their lives and allow them to be contributing members of the community throughout all their elderly years. This encompasses looking after the physical, mental, spiritual, social and emotional aspects of their health.

Following the MOH's new eldercare model to support all seniors above 60 years old within our service boundaries, May 2023 marks one year since all our 10 Senior Activity Centres (SAC) have been converted into AACs, making us one of the very first social service agencies to complete this transition. During this period, LBSA has seen a manifold increase in the number of seniors served, as programmes conducted at our AACs also transitioned from just social to those that are holistic in nature, for example creative art and music therapy, digital literacy, health workshops, cognitive screening, cultural exchange as well as various forms of exercise activities, among many others. These programmes aim to help seniors age healthily in place at home, with community participation, enabling them to enjoy purposeful and meaningful lives.

Overcoming Challenges, Creating Opportunities

Getting to this point has not been without its hurdles along the way. When the COVID-19 pandemic resulted in the suspension of our

centre activities from February 2020 and Singapore entering the Circuit Breaker period from April 2020, LBSA ensured that no senior at risk of social isolation was neglected, with staff and volunteers calling in regularly to check on them. This has allowed zero unfortunate incidents of our seniors passing on unnoticed behind closed doors. And on 2 June 2020, when the Circuit Breaker was lifted, LBSA was one of the few organisations to fully fulfill the required audits and checks from MOH to reopen and welcome back seniors at all 10 centres on the very first day of the post-Circuit Breaker. These actions bear testament to the commitment we have towards the well-being of our seniors, and it is something we will continue to uphold.

Challenging times have also brought out a spirit of resourcefulness at LBSA. One example is our partnership with Scoot that started in April 2021, making it the first collaboration in the community care and social service sector where quarantined cabin crew working from home tele-befriended seniors on their non-flying days, hence extending on their professional skill set. This initiative filled a big gap in supporting the emotional and psychological needs of seniors living alone during the pandemic when opportunities to socialise and get out of the house were minimised.

Breaking New Ground in Research and Media Coverage

Another breakthrough for LBSA is in the area of academic research. Starting from nothing merely three years ago, we have moved on to 50 research projects with various academicians and professors, of which eight are co-investigator submissions. These projects, where we work with the universities to make sure that the studies are applicable and tested on the ground, will help bring about a wealth of

new knowledge and insights into the eldercare landscape, allowing us to meet existing and projected needs of our seniors.

LBSA has also seen a positive surge of media coverage over the past three years, raising greater public awareness, both locally and internationally, on the work that we do. From just three to four media mentions per year prior to 2020, we reached a peak of 250 mentions in the financial year of 2020/21, and currently enjoy about 200 mentions each year. These include news coverage in mainstream media on newspapers, radio, TV and online platforms, media interviews, as well as our staff being featured in broadcast documentary films. It is heartening to see LBSA widely recognised by the media as an authority in our sector.

Assuming Market Leadership in Programmes and Services

Our growing voice in the media is a reflection of the market leadership that LBSA strives to achieve. Other than our aforementioned AACs, this is also demonstrated in our programmes and services such as Home Personal Care (HPC). In October 2022, LBSA was approached by Agency of Integrated Care (AIC) and MOH to participate in a two-year pilot project named HPC Plus, along with four other service providers. Upon its launch, we delivered on the HPC Plus model's 12-month target in just three months, bearing testament to the standards of excellence that we aim for.

Another pilot programme that was commissioned by AIC was our Communities of Care (CoC), launched in July 2020. Out of the 12 service providers selected for the pilot, LBSA was one of the six that were offered to move on to phase two of the pilot. In line with MOH and AIC's direction, our Cluster Support programme has

also successfully on-boarded the Community Case Management Service (CCMS) model this year, providing a more holistic case management support for seniors served by LBSA and in the community.

Last but not least, our Befriending services have been re-morphed in the wake of the new eldercare model by the MOH. In 2021, LBSA was one of the two service providers appointed as an Interim Befriending Agency to ensure that seniors who require buddying and befriending, but lived in areas without AACs, will still be served. On 4 November 2022, LBSA held the inaugural Befriending Conference, where more than 150 eldercare practitioners from 44 organisations heard from six esteemed speakers who discussed important topics ranging from social isolation and loneliness to end of life care. LBSA's roots lie in Befriending, and thus it is in this area where we will continue to take the lead for advocacy in changing mindsets.

Entering Partnerships and Collaborations

The past three years have seen LBSA involved in several important and fruitful partnerships and collaborations.

Health District @ Queenstown was launched in October 2021 as a collaboration among multiple stakeholders to support the residents of Queenstown in leading healthy, active and productive lives throughout their years. Spearheaded by the Housing & Development Board (HDB), National University Health System (NUHS) and National University of Singapore (NUS), this pilot programme involves LBSA as one of the key community partners, and successful initiatives will be rolled out on a national level.

In April 2022, LBSA began a partnership with Nanyang

Technological University, Singapore (NTU Singapore), leveraging on NTU's expertise in active ageing research and continuing education to develop health coaching programmes and courses, with over 600 LBSA staff and volunteers to be trained in health coaching under this collaboration that will help improve and transform the lives of seniors in Singapore.

August 2022 saw LBSA sign a Memorandum of Understanding (MOU) with five Biopharmaceutical Manufacturers' Advisory Council (BMAC) companies – Abbott, AbbVie, GSK, MSD and Roche – for the Cognetivity Neurosciences Ltd's CognICA technology that provides comprehensive cognitive test results that can be used by GPs, specialists or for the ongoing monitoring of seniors at the clinic or at home. This partnership marked the first time that five BMAC companies joined forces for a CSR project.

The partnerships and collaborations with these esteemed agencies, institutions and companies validate the professional standing of LBSA, and gives us the confidence to move forward in exploring meaningful collaborations with like-minded partners that will ultimately benefit those whom we serve.

Meeting Financial Targets, Investing in Staff

I am happy to announce that LBSA has successfully achieved its financial targets for each of the last three fiscal years, consistently running a surplus despite the challenging economic circumstances. We have also met all governance as well as compliance requirements. Our financial health is largely made possible due to the fundraising efforts by our team that has netted valuable relationships with various individuals, agencies and corporations, maintaining our status as an Advanced Tiered charity since the financial year of 2020/2021.

As LBSA progresses, it is also critical that we upgrade the capability and capacity of our staff force to meet the new and growing challenges of eldercare, and this is something we have been working on since April 2020. Over this period, we have been committed to bringing in the right quality and fits for our organisation while providing training and development for existing personnel, and this is reflected by a substantial increase in percentage of our staff getting As and Bs in their average rating scorecards. As of September 2020, all our frontline staff have received certification in mental health, and in March 2021 they were also trained in health coaching. By constantly upgrading our staff, we are confident that we have the people to help LBSA retain its market leadership.

Conclusion

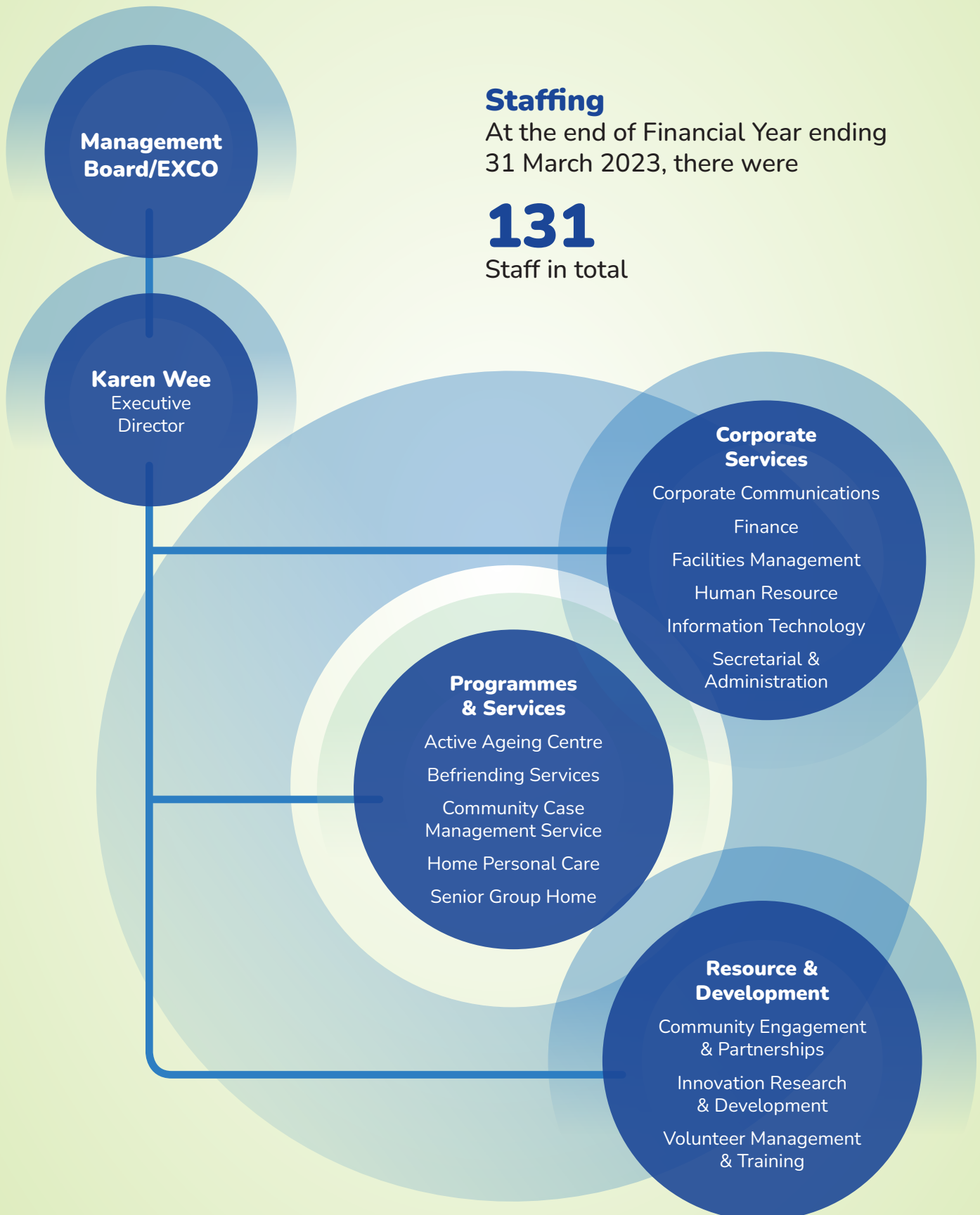
Singapore is set to become a “super-aged” society in 2026, which is defined by the United Nations as a country's proportion of its population aged 65 and above reaching 21 per cent. With the strong foundation LBSA has set in place and continues to build upon, we are sure that we have the ability to serve our seniors' evolving needs, while empowering them to be healthy and active contributors as they enter their golden years.

On behalf of LBSA, I would like to express my gratitude to the MOH, AIC, Ministry of Social & Family Development (MSF), National Council of Social Service (NCSS), Prime Minister's Office, Lions Clubs of Singapore as well as our social care partners for their steadfast support and resources that have allowed us to operate with utmost conviction throughout the year.

May we carry on working closely with one another as we build an age-inclusive nation where seniors can age in place independently and enjoy the best quality of life.

Organisational Structure

(As at 31 March 2023)



Staffing

At the end of Financial Year ending 31 March 2023, there were

131
Staff in total

MANAGEMENT Board



PDG Anthony Tay
PPA BBM



Lion William Loh



PDG Gareth Goh
PBM



Lion Ivan Ong



Lion Belinda Yap



Lion Nancy Quek



Lion Goh Boo Han
PBM



Lion Lawrence Sew



Lion Henry Liang



Lion Amon Lim



Lion Jennifer Ong



Lion Tay Jia Ming



Lion Yeoh Guan Huah



Lion Serena Yuen



PCC Lim Hon Chee
PBM



Lion Wendeline Chong



Lion Heng Mong Yong



Lion Jennifer Jern



Lion Leong Boon Cheng



Lion Daniel Wong



Lion Seet Kok Heng



Lion David Tang



Lion Ying Wai Lin



Ms. Evelyn Goh



Lion Loh Yan Poh



Lion Francis Ng
PBM



Lion Joseph Low



Lion Sally Ang



Lion Terence Lim



Lion Melvin Liu

EX-OFFICIO



DG Ho Sum Kwong



1st VDG Yeo Siew Yam



2nd VDG Shirley Lee

EXECUTIVE COMMITTEE

PDG Anthony Tay PPA BBM
Chairman

IPC Lion William Loh
Immediate Past Chairman
Officer without portfolio

PDG Gareth Goh PBM
1st Vice Chairman
Chairperson, Strategic
Planning Subcommittee

Lion Ivan Ong
2nd Vice Chairman
Chairperson, Programmes
and Services Subcommittee

Lion Belinda Yap
Honorary Secretary

Lion Nancy Quek
Assistant Honorary Secretary

Lion Goh Boo Han PBM
Honorary Treasurer
Chairperson, Finance
Subcommittee

Lion Lawrence Sew
Assistant Honorary Treasurer
Chairperson, Volunteer
Management & Training
Subcommittee
Chairperson, LB Heritage
Corner Subcommittee
Member, Finance
Subcommittee

DIRECTORS (CO-OPTED)

PCC Lim Hon Chee PBM
Co-opted member
Member, Constitution and
By-laws Subcommittee

Lion Wendeline Chong
Co-opted member
Member, Volunteer
Management & Training
Subcommittee
Member, LB Heritage Corner
Subcommittee

Lion Heng Mong Yong
Co-opted member
Member, Facilities
Management Subcommittee
Member, Tender
Subcommittee

Lion Jennifer Jern
Co-opted member
Member, Investment
Subcommittee
Member, Human Resources
Subcommittee

Lion Leong Boon Cheng
Co-opt member
Member, Facilities
Management Subcommittee

Lion Daniel Wong
Co-opted member
Chairperson, Audit
Subcommittee

Lion Seet Kok Heng
Co-opted member
Chairperson, Facilities
Management Subcommittee
Chairperson, Tender
Subcommittee

Lion David Tang
Co-opted member
Member, Human Resources
Subcommittee

Lion Ying Wai Lin
Co-opted member
Chairperson, Constitution and
By-laws Subcommittee

Ms. Evelyn Goh
Co-opted member
Member, Volunteer
Management & Training
Subcommittee

DIRECTORS (ORDINARY)

Lion Henry Liang
Director
Member, Strategic Planning
Subcommittee

Lion Amon Lim
Director
Chairperson, Appointment
& Nominations Subcommittee

Lion Jennifer Ong
Director
Member, Volunteer
Management & Training
Subcommittee
Member, LB Heritage Corner
Subcommittee

Lion Tay Jia Ming
Director
Chairperson, Community
Engagement & Partnerships
Subcommittee (f.k.a.
Fundraising)

Lion Yeoh Guan Huah
Director
Chairperson, Investment
Subcommittee
Member, Finance
Subcommittee

Lion Serena Yuen
Director
Chairperson, Human
Resources Subcommittee

DIRECTORS (CO-OPTED AND AAC/SCN/BFD PRESIDENTS)

Lion Loh Yan Poh
President, Ang Mo Kio (Active
Ageing Centre)
Member, Investment
Subcommittee

Lion Francis Ng PBM
President, Bendemeer
(Active Ageing Centre)

Lion Joseph Low
President, Clementi/Bukit
Timah Senior Cluster Network

Lion Sally Ang
President, Queenstown Senior
Cluster Network

Lion Terence Lim
President, Tampines /
Changi Senior Cluster Network

Lion Melvin Liu
President, Befriending Services

EX-OFFICIO

(as at 31 March 2023)

DG Ho Sum Kwong
District Governor

1st VDG Yeo Siew Yam
1st Vice District Governor

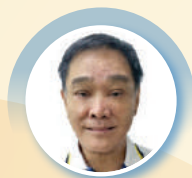
2nd VDG Shirley Lee
2nd Vice District Governor

Management Committees – ANG MO KIO ACTIVE AGEING CENTRE

Date of Appointment: 1 November 2021



Ng Ling Ling
Chief Advisor



PDG Anthony Tay
PPA BBM
LB Chairman, 2nd Advisor



Lion Loh Yan Poh
President



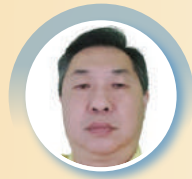
Lion Tomoko Ikari
Alternate



Lion Edward Ma
1st Vice President



Mr. Steven Chua
2nd Vice President



Lion Jackson Ong
Honorary Secretary



Lion Alex Song
Alternate



Lion Marina Hong
Assistant Honorary
Secretary



Lion Benson Soh
Honorary Treasurer



Lion Jessica Goh
Alternate



Lion Lawrence Lim
Assistant Honorary
Treasurer



Lion Nicholas Tham
Alternate



Lion Shirley Ow
Director



Lion Michael Soh
Alternate



Lion Lawrence Sew
Director



Lion Sebena Lim
Director



Lion Cecilia Goh
Alternate



Lion Carmen Jansen
Director



Lion Tan Soh Keng
Alternate



Lion Engi Chun Kiah
Director



Lion Cynthia Chia
Alternate



Lion Teo Cheng Peow
Director



Lion Tham Joi Pun
Alternate



Lion Shirley Low
Director



Lion Teo B.H. Richard
Alternate



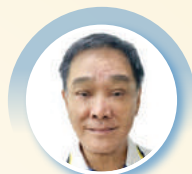
Mrs. V. Mohan
PBM
Director

Management Committees – **BENDEMEER ACTIVE AGEING CENTRE**

Date of Appointment: 1 November 2021



Heng Chee How
Chief Advisor



PDG Anthony Tay
PPA BBM
LB Chairman, 2nd Advisor



Lion Francis Ng
PBM
President



Lion David Sng
Alternate



Lion William Chua
1st Vice President



Mr. Wee Pang Kiat
JP BBM
2nd Vice President



Lion Tomy Ng
Honorary Secretary



Lion Heng Mong Yong
Alternate



Lion Francis Tan
Assistant Honorary
Secretary



Lion Chua Soo Chiew
Honorary Treasurer



Lion Ei Hpyow Lwin Stacey
Alternate



Lion Jennifer Chew
PBM
Assistant Honorary
Treasurer



Lion Fung Ming
Director



Lion Chris Chan
Director



Lion Subode Choy
Alternate



Mr. Ghunasagaran
Director

Management Committees – CLEMENTI SENIOR CLUSTER NETWORK

Date of Appointment: 1 November 2021



Dr. Tan Wu Meng
Chief Advisor



PDG Anthony Tay
PPA BBM
LB Chairman, 2nd Advisor



Lion Joseph Low
President



Lion Yvonne Yuen
1st Vice-President



Ms. Tan Lee Jee
BBM
2nd Vice-President



Lion Richard Khoo
Honorary Secretary



Lion Jimmy Ang
Assistant Honorary
Secretary



Lion Lily Tan
Honorary Treasurer



Lion James Ko
Assistant Honorary
Treasurer



2nd VDG Lion Shirley Lee
Director



Lion Teo Bee Bee
Director



Lion Helen Cheong
PBM
Alternate Member



Lion Jennie Lee
Alternate Member



Lion Wilson Chia
Alternate Member



Lion Barbara Lim
Alternate Member



Lion Vijendran s/o Vijiaratnam
Alternate Member



Ms. Nancy Lye
Co-opt Member



Ms. Patricia Lau
Co-opt Member



Mr. Low Kok Suan
PBM
Co-opt Member

Management Committees –

QUEENSTOWN SENIOR CLUSTER NETWORK

Date of Appointment: 1 November 2021



Mr Christopher de Souza
Chief Advisor
(Ghim Moh AAC)



Mr Eric Chua
Chief Advisor
(Mei Ling AAC)



PDG Anthony Tay
PPA BBM
2nd Advisor



Lion Sally Ang
President



Lion Magdeleine Kwan
Alternate



Lion Mak Yew Wing
1st Vice President



Khew Nee Khweh
2nd Vice President



Lion Lee Hui Jeng
Honorary Secretary



Lion Winnie Lee
Alternate



Lion Brenda Lee
Assistant Honorary
Secretary



Lion Kan Ngee Meng
Honorary Treasurer



Lion Francis Woo
Assistant Honorary
Treasurer



Lion Robin Koh
Director



Lion Amy Yu
Director



Yvonne Yee
Director



Celin Ong
Director



Anne Lee
Director



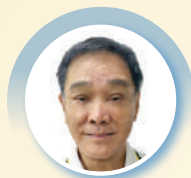
Ng Pat Jiuen
Director

Management Committees – TAMPINES SENIOR CLUSTER NETWORK

Date of Appointment: 1 November 2021



Mr Baey Yam Keng
Chief Advisor



PDG Anthony Tay
PPA BBM
LB Chairman, 2nd Advisor



Lion Terence Lim
President



Lion Jonathan Tan
1st Vice-President
(until March 2023)



Lion Jenny Tan
1st Vice-President
(effective from March 2023)



Lion Albert Chua
Honorary Secretary



Lion Courtney Wu
Assistant Honorary Secretary



Lion Steven Yeo
PBM
Honorary Treasurer



Lion Roland Lim
Assistant Honorary
Treasurer



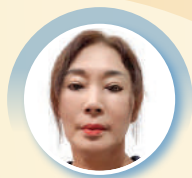
Lion Linda Tan
Director



Lion Henry Liang
Director



Lion Jennifer Jern
Director



Lion Elisa Koh
Director



Lion Amber Sim
Director



Mr Ang Chin Leng
Director



Mr Chris Yap
Director



Lion Joseph Lui
Alternate



Lion Amanda Wang
Alternate



Lion Johnny Lee
Alternate



Lion Anthony Kang
Alternate



Lion Hillary Tjioe
Alternate



Lion Esmond Teo
Alternate

Management Committees – **BEFRIENDING SERVICES**

Date of Appointment: 1 November 2021



PDG Anthony Tay
PPA BBM
LB Chairman, Chief Advisor



Lion Ivan Ong
LB 2nd Vice-Chairman, Chairperson,
Programme & Services Subcommittee
2nd Advisor



Lion Lawrence Sew
Assistant Honorary Treasurer,
Chairperson, Volunteer Management
& Training Subcommittee
3rd Advisor



Lion Melvin Liu
President



Lion Yeo Thiam Weng
1st Vice-President



Lion Vicky Yang
Honorary Secretary



Lion Angeline Woo
Director



Lion Justin Li
Director

Our Staff



Active Ageing Centre



Home Personal Care, Community Case Management Service,
Senior Group Home, Communities of Care



Corporate Services & Befriending



Befriending Services



Volunteer Management, Research

Impact by Numbers

COMMUNITY CASE MANAGEMENT SERVICE

357

Clients served

3

CAN carers
(as of 31 March 2023)

INTERIM BEFRIENDING PANEL (IBP) UNDER NEW ELDERCARE MODEL



IBP CENTRAL

425

Buddying Clients served

146

Befriending Clients served

IBP EAST

547

Buddying Clients served

99

Befriending Clients served

TOTAL

1,217

No. of Clients served by IBP

BEFRIENDING



1,286

befrienders
(excluding centre & SPT)

1,725

befriendees

125

sponsored activities

7,255

seniors who participated
in activities

13

training sessions
for all volunteers

120

volunteers who attended
training sessions

1 : 1.34

befriender to
Befriendeer ratio

ACTIVE AGEING CENTRE (AAC)



7,242
members (total)

12,674
activities conducted at AACs

148,446
seniors who participated
in AAC activities

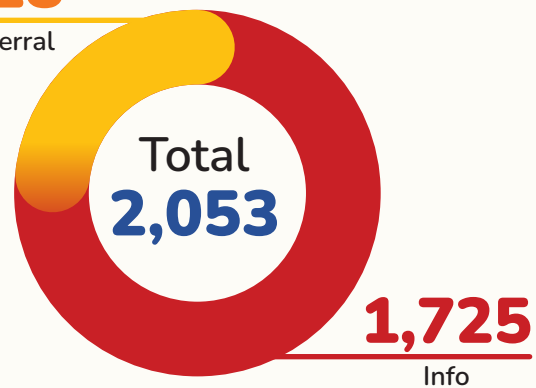
188,348
total participation in activities

12,674
sponsored activities
coordinated by AACs

203
centre volunteers

Information & Referral handled (formal)

328
Referral



HOME PERSONAL CARE



185
clients served

SENIOR GROUP HOME



24
clients served

Service Boundaries:

Aljunied
Ang Mo Kio
Bedok
Bendemeer
Bukit Merah
Buona Vista
Chai Chee
Chin Swee Road
Chinatown
Clementi

Commonwealth
Depot Road
Dover
Geylang
Ghim Moh
Havelock Road
Henderson
Holland
Outram
Pandan Gardens

Queenstown
Redhill
Simei
Tampines
Teban Gardens
Telok Blangah
Tiong Bahru
Whampoa

HIGHLIGHTS of the Year

Programmes



April 2022

LAUNCH OF I-BOLEH PROGRAMME

Funded by Temasek Foundation's Oscar@SG fund, LB launched the i-Boleh Programme tablet, a home care wellness companion that connects the seniors with their family members and healthcare professionals via the sharing of their vital health information.



May 2022

CULTURAL OPERA SHOW

After a three-year hiatus due to the pandemic, LB held its iconic Cultural Opera Show to preserve the art of traditional opera and expand our seniors' cultural experiences. More than 600 seniors from LB's Active Ageing Centres turned up to watch the performances.



September 2022

NAC-LB CAEP PROGRAMME

The National Arts Council (NAC) and LB joined hands to hold three Community Arts Engagement Programmes (CAEP) with Silver Arts from September to December 2022. They aim to engage our seniors through art-making and creative expression via various art forms.

Innovations



April 2022

NUS TECH SHOWCASE

In collaboration with the National University of Singapore (NUS), the Geron Tech Showcase introduced technologies that were designed to help seniors with everyday challenges, such as gloves that assist seniors with hand exercises, smart in soles to monitor foot pressure, add-on modules that power manual wheelchairs and more.



May 2022

DIGITAL FOR LIFE FESTIVAL (DFL) AT HEARTBEAT@BEDOK

LB launched its IM-OK device at the DFL Festival at Heartbeat@Bedok and was honoured to host Mdm Halimah Yacob, President of Singapore, MP Josephine Teo, Minister for Communications and Information and Minister-in-charge of the Cyber Security Agency and Smart Nation Initiative, as well as MP Rahayu Mahzam, Parliamentary Secretary, Ministry of Communications and Information & Ministry of Health at our booth.



October 2022

COMMUNITY CARE SPRINT FORUM (CCSF) TECH MARKETPLACE

Organised by the Agency for Integrated Care (AIC) at Ng Teng Fong Centre for Healthcare Innovation (CHI), LB showcased and presented its technologies at the CCSF Tech Marketplace where attendees were given the opportunity to communicate and share their ideas. It also enabled them to try out LB's innovations and understand how they could improve our seniors' lives.

Events



October 2022

CHARITY GOLF 2022

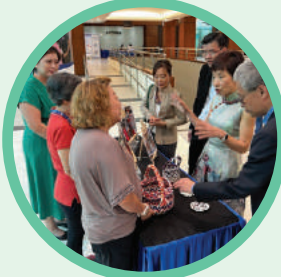
LB held the Swing Off Loneliness LB Charity Golf tournament on 5 October 2022, which was graced by Guest of Honour, Mr Eric Chua, Senior Parliamentary Secretary, Ministry of Culture, Community and Youth & Ministry of Social and Family Development. A total of \$129,931.40 was successfully raised from the event.



November 2022

BEFRIENDING CONFERENCE 2022

On 4 November 2022, LB held its inaugural Befriending Conference at the Lifelong Learning Institute. It was a collaborative and informative session that brought many experts and researchers together to share their knowledge and insights that will benefit the eldercare, healthcare and community care agencies in planning for future community interventions to enhance the health and well-being of the seniors.



February 2023

NANYANG TECHNOLOGICAL UNIVERSITY (NTU) SERVICE WEEK

Held at NTU's Nanyang Executive Centre, LB demonstrated its efforts in sustainability by showcasing reusable items that are hand-crafted by our seniors. Our seniors also had the opportunity to share their creative process with MP Grace Fu, Minister for Sustainability and the Environment, who was the event's Guest of Honour.

Milestones



July 2022

LB X BECTON DICKINSON SINGAPORE BOOK OF RECORDS EVENT

In partnership with Becton Dickinson to celebrate Singapore's 57th birthday, over 50 LB seniors hand-folded paper cranes that were pasted on boards to form a 6m by 1.8m word formation. This entered the Singapore Books of Records as the largest word formation made of paper cranes.



August 2022

MEMORANDUM OF UNDERSTANDING (MOU) SIGNING WITH FIVE BIOPHARMACEUTICAL MANUFACTURERS' ADVISORY COUNCIL (BMAC) COMPANIES

On 29 August 2022, LB signed a MOU with Abbott, AbbVie, GSK, MSD and Roche. This partnership marks the first time that five BMAC companies are joining forces for a CSR project – Cognitivity's Integrated Cognitive Assessment (CognICA), which aims to detect mild cognitive impairment and dementia in seniors using an artificial intelligence based application.



December 2022

PRESIDENT'S CERTIFICATE OF COMMENDATION (COVID-19)

LB is awarded the President's Certificate of Commendation (COVID-19) to recognise its efforts and contributions to the nation's fight against the pandemic.

Our Programmes & Services





Family is Having a Listening Ear



Befriending Services

Mr Lo, 85, wakes up each morning simply thankful for being able to experience a brand new day. His jovial demeanour and hearty laughter belies a tough working life that involved heavy labour to make ends meet, up to his retirement. He reflects, "The most important thing is to be happy, don't worry too much and not to add too much stress upon yourself."

Though residing by himself in a rental flat at King George's Avenue, Mr Lo doesn't feel lonely. Besides interacting with his neighbours, he looks forward to regular visits from Hui Xin, a Befriender Executive under LB's Befriending services. Hui Xin chats with Mr Lo about anything under the sky, from reminiscing the past to understanding the Gen Z, with the pair forming a bond over

time just like a grandparent and grandchild.

As a befriender, Hui Xin reaches out to many seniors in the community such as Mr Lo who could be at risk of social isolation, frequently checking in on them in their homes and engaging them in conversations, thus relieving their loneliness as well as offering them emotional

“

**We often desire for
and welcome
someone to visit us.**

Mr Lo

and psycho-social support. Mr Lo is full of praise for Hui Xin and other befrienders who brighten up his day with a smile and are ever ready to offer a listening ear. “For people my age, we often desire for and welcome someone to visit us,” he explains. “These youths are very patient with us, otherwise they wouldn’t be doing this work. The sincerity (Hui Xin) shows towards seniors is a hundred per cent.”





**Family is
Where
You Belong**

Active Ageing Centre

For Mr Chua, a 64-year-old retiree, LB's Active Ageing Centre (AAC) at Blk 150 Mei Ling Street is his second home. Although his flat is just a stone's throw away from the AAC, it was only after his three children had grown fully independent and moved out about three years ago that he came to know about the centre's programmes through a notice about a free health check-up available there.

Upon reaching the AAC, Mr Chua was welcomed by Mavis, a Senior

Programme Executive with LB. He recalls, "When I first stepped in to take a look, I saw many unfamiliar faces playing games together. Wanting to leave, Mavis called me back and persuaded me to sign up as a member (of the AAC) so I could join in as well." He did just that, and has not looked back since.

Mr Chua avidly participates in all kinds of programmes at the AAC, which provides preventive holistic support to seniors regardless of

their frailty, housing type and income levels. From guitar lessons to mind-stimulating games, as well as digital skills classes where he learnt how to use a mobile phone, he has enriched himself with new knowledge while making many new friends among seniors from different backgrounds he would otherwise never have met. But what Mr Chua loves and looks forward to the most are the variety of exercise programmes that the AAC has to offer. As a cancer survivor, he had always wanted to

“

This is my home. It's fantastic, and gets better and better all the time!

Mr Chua

lead a healthy lifestyle by exercising, but did not know how to go about doing it. “When I found out about the exercise programmes here, I grabbed hold of every opportunity! Whether it's tai chi, yoga or dance, I will surely join in, then return home to practise what I learnt from the instructors,” he says.

Currently, Mr Chua is also an active senior volunteer at the AAC, generously giving his time and energy to help out in any way he

can, such as the packing of gift bags and decorating the centre for festive occasions. An ever-cheerful presence, he is well-liked by his fellow seniors as well as the centre's staff, who he praises as being very kind and friendly. Here, Mr Chua has truly found a sense of belonging, a big family where he and other seniors can be socially, emotionally, mentally and physically engaged. “This is my home. It's fantastic, and gets better and better all the time!” a delighted Mr Chua gushes.





**Family is
Having
Someone
There for
You**

Home Personal Care

Mdm Aisha, 72, is a house-proud senior who has kept her Clementi flat in an immaculate state by meticulously cleaning her home every day. However, with an onset of Parkinson's Disease about a year back, as well as experiencing pain in her legs, she could no longer

manage these chores on her own. On a few occasions, she had even lost her balance and hurt herself badly at home. Living by herself apart from renting out a room to a tenant for income, she would often tell her niece that she was very lonely, sad and had no one to talk to. "When I'm

alone, I tend to imagine things and get scared by the smallest sounds," Mdm Aisha laments.

Hence, Mdm Aisha's relatives found out about Lions Befrienders when searching online and referred her to its services. Upon assessment, she

was placed under LB's Home Personal Care (HPC) programme, which assists vulnerable seniors in activities of daily living so that they may improve their well-being in the comfort of their homes. Radiana, a HPC Healthcare Assistant, visits Mdm Aisha weekly, performing a range of tasks from light housekeeping and buying of groceries to the checking of her vital signs.

More than a nurse-client relationship, Radiana has established a close rapport with Mdm Aisha over time. During each session, she listens as Mdm Aisha pours her heart out, and also patiently teaches the senior how to use chatting apps on her mobile phone to stay socially connected. Mdm Aisha jokes about how Radiana would constantly nag at her for not using a walking stick when getting around the house. She says, "Radiana is like a daughter to me!"

Even though Mdm Aisha may have lost some of her strength and vigour due to her sickness, she has found in Radiana a new family member who is there for her, helping and encouraging her to adapt to her physical condition and stay positive. Mdm Aisha has also seen a change in her socialisation skills over this period. She concludes, beaming, "Lions Befrienders has helped me a lot. In the past I could hardly talk to strangers, but now I can make friends by taking the initiative to smile at strangers first."

“

**Lions
Befrienders
has helped
me a lot.**

Mdm Aisha





**Family is
Where
Burdens are
Shared**

Community Case Management Service

For over 20 years, 69-year-old Mdm Jariyah has been living alone. Widowed with no children, a prolonged period of social isolation had led to her suffering from depression, while neglect in housekeeping left her Tampines flat in a highly unsanitary condition.

Mdm Jariyah's dire situation came to light in 2017 when she was

referred to LB's Community Case Management Service (CCMS), then known as Cluster Service, after her discharge from hospital. CCMS aims to deliver holistic care to vulnerable seniors in order to optimise their health and quality of life, thus promoting ageing in place. Further diagnosis revealed that Mdm Jariyah had mild cognitive impairment, which affects her ability to carry

out certain daily tasks such as meal preparation and taking medicine for her high blood pressure and diabetes correctly.

Providing close support for Mdm Jariyah is Noor, a Social Work Associate with the CCMS team. By getting to know her and assessing her needs, Noor was able to refer Mdm Jariyah to suitable agencies

and services to help her. These included Meals on Wheels, Home Personal Care, medical transport to ensure she kept her appointments, medication packing as well as community nursing. To alleviate her loneliness, befrienders visited or called Mdm Jariyah on a regular basis, and she also enjoyed

outings and activities organised by volunteer organisations.

Today, Mdm Jariyah's life is a big turnaround from what it was five years ago. She is no longer depressed, her dwelling place is clean, and both her social and physical needs are well looked after.

Noor continues to monitor and check in on Mdm Jariyah every fortnightly, making sure that her client always has someone to confide in. For seniors like Mdm Jariyah, this story shows that one does not need to face problems alone, for at LB, we are a family where burdens are shared.





**Family is a
Safe Haven**

Senior Group Home

Mr Seow, 73, lives in a one-room flat at Mei Ling Street, co-residing with a fellow senior. Neat and clutter-free, the unit is well-ventilated with fans mounted in the living room as well as above the seniors' beds. Sturdy built-in furnishings such as kitchen cabinets and wardrobes afford ample storage space for

each occupant's belongings. The TV comes on as Mr Seow tunes in to the afternoon news. Nearby, a grab bar is strategically installed at the entrance to the kitchen to provide firm support as well as fall prevention. This is LB's Senior Group Home (SGH), a safe haven for Mr Seow for the past three years.

Facing health and mobility issues, and without any family support, Mr Seow was referred to the SGH programme following his discharge from hospital back in 2020. SGH is an assisted living model in which HDB rental flats are retrofitted with senior-friendly features, allowing frail seniors to age in place in a

comfortable and safe environment that they can call home. For example, a recent upgrade to the SGH saw each flat designed to allow the seniors a greater sense of privacy. The units were given a fresh coat of paint, along with an electrical laundry rack. Non-invasive technologies were added to detect for fire and fall, while breathing and heart rate sensors were also incorporated to detect abnormalities during sleep.

The programme also provides community-based support for these seniors, so that their health and well-being are taken care of. In Mr Seow's case, this includes Meals on Wheels twice daily, and light housekeeping services once a week from LB's Home Personal Care team. To promote digital inclusivity, LB's IM-OK device is given to Mr Seow for his use.

Rozita, a Care Coordinator, facilitates and administers the day-to-day operations of the SGH programme at Mei Ling. She visits Mr Seow's flat about two to three times a day, checking on the residents to ensure things are running smoothly at home. Mr Seow is generally quiet and reserved by nature, but Rozita, with her chirpy personality, tries to engage him in conversation. Knowing that he has a keen interest in reading and watching the news, she asks Mr Seow about the latest happenings both locally and around the world. It is important for Rozita to get her clients to open up, so that she can understand their characters better. By building up trust, the seniors become more forthcoming in sharing their problems, and she can better assist them accordingly.

“

**She helps to
provide all the
things that
we need.**

Mr Seow

Rozita's work with Mr Seow has paid dividends, as evident from the camaraderie developed between the pair. Mr Seow greatly appreciates Rozita's regular presence at the SGH, giving him the care like a family member would. He says, “I can speak to her about anything. She helps to provide all the things that we need.”





**Family
is Where
There is
Peace of
Mind**

Communities of Care

In her rental unit located at Bendemeer, 84-year-old Mdm Nellie, who has been living there by herself since 2006, has a sleek tablet device sitting on her dining table. It is not just any regular tablet, but an IM-OK device deployed by LB's Communities of Care (CoC) that is able to monitor her well-being and safety at home. At around 9am, she taps the "I am OK" button on the device's screen to indicate that she is fine. If she misses the check-in and does not respond to a reminder, an alert will be triggered to her next-of-kin, in this case her nephew.

CoC aims to grow a robust community care system for seniors like Mdm Nellie, allowing them to access a range of active ageing and preventive health programmes, and providing them support through the help of befrienders and neighbours. The IM-OK device is one example

of health technology under LB's iOk ecosystem that empowers Mdm Nellie and other seniors, especially those who are less socially connected, to proactively check in on their status at scheduled times each day.

Mdm Nellie, who is a member of the LB Active Ageing Centre (AAC) at Blk 32 Bendemeer Road, got on board with the IM-OK device about a year ago. To help her overcome the technological barriers of using the device, Joseph, a Communities of Care Executive, would drop by her flat regularly to familiarise her with the tablet, which also contains other curated apps meant to keep seniors engaged and mentally stimulated. During a recent visit, Mdm Nellie had problems tuning in to her favourite radio station on the tablet, so Joseph was there to help troubleshoot the issue, and further guide her

with using more functions, such as watching TV shows. "(The device) is very useful. I can play games, listen to music and read the news with it," says Mdm Nellie.

While innovations like the IM-OK device can effectively reduce social isolation among seniors, it is also through the close relationship and follow-up between CoC and the seniors that encourages them to embrace such technology so that it reaches its full potential. When asked if she finds it difficult to use the tablet, Mdm Nellie replies with a smile, "It's not that hard. You must practise and use it every day, then you remember (how to use it)." With her positive attitude, there is peace of mind for both Mdm Nellie and her next-of-kin that her well-being is constantly being looked after.

FUNDRAISING Events



LB Charity Draw

In collaboration with Singapore Pools, our first ever Lions Befrienders Charity Draw was held on 10 June 2022. All of the funds will go into improving the lives of the vulnerable seniors, in various aspects – mental and emotional well-being, physiological needs and social health.

Tickets were sold across Singapore Pools Outlets and raised a total of **\$91,443**.

Helping UNLONELY Seniors Stay Connected! (E-Flag Day 2022)

E-flag Day rides on the theme of Unlonely – “Help UNLONELY Seniors by Staying Connected today”, to raise funds to help the elderly overcome loneliness through letting them stay connected socially.

A total of **\$35,594.60** was raised from various avenues: eCharity Live Show, Giving.sg (a one-stop national giving platform to donate, volunteer and fundraise) and cash donations through electronic means.



Unlonely Movement

LB's “Unlonely Movement” aims to empower seniors with community support, build their confidence and reduce loneliness. It also encourages younger individuals to stay connected with their grandparents, parents and loved ones, and making them not feel lonely through these three ways: relationship building, reminiscence and inter-generational bonding.

On 5 October 2022, LB kick-started our first social movement, the “Unlonely Movement”, with the theme “Nostalgic Fashion from the 1990s”, seeing over 100 seniors and attendees.

The success of this movement is greatly attributed to the unwavering support of our partners, PSA, VISA, and Mirage Aesthetics, who share our vision to enhance the lives of socially isolated seniors.

T-Touch Carnival @ SUTD and Care Pack Distribution For LB Seniors

On 24 June 2022, Temasek T-Touch held one of the largest Community Days to spread cheer and joy to the 7,800 LB seniors across the 10 Active Ageing Centres (AACs). The T-Touch volunteers gathered at the various AACs to pack and distribute care packages for the seniors living in the vicinity. The team also held a one-day carnival for the seniors, with the theme centering around the golden era from the 70s to 90s, along with decorations, items, games and performances that the seniors grew up loving and still fondly remember.



YMCA Youth For Causes

In the second half of 2022, LB participated in the annual YMCA Youth for Causes (YFC) where up to 100 student teams received \$1,200 in seed funding to advocate, raise funds and volunteer at their preferred activity.

LB was honoured to have four creative teams who challenged themselves to raise fundings and/or befriend seniors across different Active Ageing Centres in this initiative.

Three student groups raised a total of **\$1,810** for LB, while another student group volunteered their time in engaging 15 to 20 Clementi seniors in an Arts-and-Craft activity.



Mei Ling Seniors x VISA Outings

Supported by VISA's donation, LB seniors from AAC at Mei Ling benefitted from these following meaningful activities and gifts:

• Christmas Wonderland outing for frail seniors

About 40 wheelchair-bound seniors celebrated the Christmas season by being treated to a Wonderland Outing and Christmas meal, accompanied by LB senior volunteers.

• Grocery Shopping outing for wheelchair-bound and vulnerable seniors

• Breakfast & Fruits love packages for AAC @ Mei Ling's Sports Day event

Governance Evaluation Checklist

S/N	CODE GUIDELINES	CODE ID	RESPONSE	EXPLANATION
BOARD GOVERNANCE				
1	Induction and orientation are provided to incoming Board members on joining the Board.	1.1.2	Complied	
	Are there Board members holding staff appointments?		No	
2	Staff does not chair the Board and does not comprise more than one-third of the Board.	1.1.3	-	
3	There are written job descriptions for their executive functions and operational duties which are distinct from their Board roles.	1.1.5	-	
4	There is a maximum limit of four consecutive years for the Treasurer position (or equivalent, e.g Finance Committee Chairman or person on Board responsible for overseeing the finances of the charity). Should the charity not have an appointed Board member, it will be taken that the Chairman oversees the finances.	1.1.7	Complied	
5	All Board members submit themselves for re-nomination and re-appointment, at least once every three years.	1.1.8	Complied	
6	The Board conducts self-evaluation to assess its performance and effectiveness once during its term or every 3 years, whichever is shorter.	1.1.12	Complied	
	Are there Board member(s) who have served for more than 10 consecutive years?		Yes	
7	The charity discloses in its annual report the reasons for retaining Board member(s) who has served for more than 10 consecutive years.	1.1.13	Complied	Board members who are passionate, knowledgeable (i.e. have prior experience) and willing to avail their time are allowed to serve in these key positions for multiple terms to ensure Board succession and continuity as they are familiar with past and existing policies and procedures and are able to provide future directions for Lions Befrienders.
8	There are documented terms of reference for the Board and each of its Board committees.	1.2.1	Complied	

S/N	CODE GUIDELINES	CODE ID	RESPONSE	EXPLANATION
CONFLICT OF INTEREST				
9	There are documented procedures for Board members and staff to declare actual or potential conflicts of interest to the Board.	2.1	Complied	
10	Board members do not vote or participate in decision-making on matters where they have a conflict of interest.	2.4	Complied	
STRATEGIC PLANNING				
11	The Board periodically reviews and approves the strategic plan for the charity to ensure that the activities are in line with its objectives.	3.2.2	Complied	
12	There is a documented plan to develop the capacity and capability of the charity and the Board monitors the progress of the plan.	3.2.4	Complied	
HUMAN RESOURCE AND VOLUNTEER MANAGEMENT				
13	The Board approves documented human resource policies for staff.	5.1	Complied	
14	There is a documented Code of Conduct for Board members, staff and volunteers (where applicable) which is approved by the Board.	5.3	Complied	
15	There are processes for regular supervision, appraisal and professional development of staff.	5.5	Complied	
	Are there volunteers serving in the charity?		Yes	
16	There are volunteers management policies in place for volunteers.	5.7	Complied	
FINANCIAL MANAGEMENT AND CONTROLS				
17	There is a documented policy to seek Board's approval for any loans, donations, grants or financial assistance provided by the charity which are not part of its core charitable programmes.	6.1.1	Complied	
18	The Board ensures internal controls for financial matters in key areas are in place with documented procedures.	6.1.2	Complied	
19	The Board ensures reviews on the charity's internal controls, processes, key programmes and events are regularly conducted.	6.1.3	Complied	
20	The Board ensures that there is a process to identify, regularly monitor and review the charity's key risks.	6.1.4	Complied	
21	The Board approves an annual budget for the charity's plans and regularly monitors its expenditure.	6.2.1	Complied	
	Does the charity invest its reserves, including fixed deposits?		Yes	
22	The charity has a documented investment policy approved by the Board.	6.4.3	Complied	

S/N	CODE GUIDELINES	CODE ID	RESPONSE	EXPLANATION
FUNDRAISING PRACTICES				
23	All collections received (solicited or unsolicited) are properly accounted for and promptly deposited by the charity. Did the charity receive donations-in-kind during the year?	7.2.2	Complied Yes	
24	All donations-in-kind received are properly recorded and accounted for by the charity.	7.2.3	Complied	
DISCLOSURE AND TRANSPARENCY				
25	The charity discloses in its annual report: i. Number of Board meetings in the year; and ii. Individual Board member's attendance. Are Board members remunerated for their Board Services?	8.2	Complied No	
26	No Board member is involved in setting his or her own remuneration.	2.2	-	
27	The charity discloses the exact remuneration and benefits received by each Board member in its annual report. OR The charity discloses that no Board members are remunerated Does the charity employ paid staff?		- Yes	
28	No staff is involved in setting his or her own remuneration.	2.2	Complied	
29	The charity discloses in its annual report: i) The total annual remuneration (including any remuneration received in its subsidiaries), for each its three highest paid staff, who each receives remuneration exceeding \$100,000, in bands of \$100,000; and ii) If any of the 3 highest paid staff also serves on the Board of the charity. The information relating to the remuneration of the staff must be presented in bands of \$100,000. OR The charity discloses that none of its staff receives more than \$100,000 in annual remuneration each.	8.4	Complied	
30	The charity discloses the number of paid staff who are close members of the family of the Executive Head or Board Members, who each receives remuneration exceeding \$50,000 during the year, in bands of \$100,000. OR The charity discloses that 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.	8.5	Complied	
PUBLIC IMAGE				
31	The charity has a documented communication policy on the release of information about the charity and its activities across all media platforms.	9.2	Complied	

Personal Data Protection Act Policy

Lions Befrienders (LB) views our responsibilities seriously and is committed to protecting the privacy of our employees, stakeholders, and clients. The information we collect is strictly for operations and not used for any other purpose.

Conflict of Interest Policy

LB has put in place its Conflict of Interest Policy to protect the Association's welfare. The policy will be read by new employees during onboarding, and committee members annually. They will acknowledge having read and understood the policy and will fully disclose any conflict(s) of interest to the Executive Director. In the event of a possible conflict of interest, the Management Board shall determine the nature of the situation, and whether the final decision is fair, just, and reasonable to LB. The action(s) of the committee must be guided by the welfare of LB and the advancement of its purpose.

Reserves Policy

The Management Board must review LB's reserves regularly to ensure that it is able to cover 3 years' worth of operational expenses.

Whistle Blowing Policy

LB has implemented a Whistle Blowing Policy to provide a channel for employees and external parties to raise concerns in good faith whilst maintaining anonymity and confidentiality.

LB prohibits discrimination, retaliation, or harassment of any kind against a whistle blower who submits a complaint or report. If a whistle blower believes that he or she is being subjected to harassment for having made a report, he or she should immediately report those facts to a superior.

Reporting should be done promptly to facilitate investigation and the taking of appropriate action.

** The Governance Evaluation Checklist is extracted from the Code of Governance for Charities and Institutions of a Public Character issued by The Charity Council, April 2017.*

Board Attendance

Board Meetings from April 2022 to March 2023

27 April 2022	11 May 2022	30 June 2022
13 July 2022	12 August 2022	7 September 2022
9 November 2022	6 December 2022	11 January 2023
8 March 2023	29 March 2023	

Lions Befrienders held its 28th Annual General Meeting on 17 September 2022.

Attendance in FY2022/2023 (Apr 2022 – Mar 2023)

	BOARD MEMBER	DESIGNATION	DATE OF APPOINTMENT	% OF ATTENDANCE	REMARKS
1	PDG Anthony Tay PPA BBM	Chairman	1 Nov 2021	100	
2	Lion William Loh	Immediate Past Chairman	1 Nov 2021	83	
3	PDG Gareth Goh PBM	1st Vice Chairman Chairperson, Strategic Planning Subcommittee	1 Nov 2021	83	
4	Lion Ivan Ong	2nd Vice Chairman 1 Nov 2021 Chairperson, Programmes and Services Subcommittee	1 Nov 2021	83	
5	Lion Belinda Yap	Honorary Secretary	1 Nov 2021	92	
6	Lion Nancy Quek	Assistant Honorary Secretary	1 Nov 2021	75	
7	Lion Goh Boo Han PBM	Honorary Treasurer Chairperson, Finance Subcommittee	1 Nov 2021	100	
8	Lion Lawrence Sew	Assistant Honorary Treasurer Chairperson, Volunteer Management & Training Subcommittee	1 Nov 2021	92	
9	Lion Ho Sum Kwong	Ex-officio 1st Vice District Governor District Governor	1 Jul 2021 1 Jul 2021	67	
10	Lion Yeo Siew Yam	Ex-officio 2nd Vice District Governor 1st Vice District Governor	1 Jul 2021 1 Jul 2021	100	
11	Lion Shirley Lee	Ex-officio 2nd Vice District Governor	1 Jul 2022	60	
12	Lion Henry Liang	Director Member, Strategic Planning Subcommittee	1 Nov 2021	88	
13	Lion Amon Lim	Director Chairperson, Appointment & Nominations Subcommittee	1 Nov 2021	75	
14	Lion Jennifer Ong	Director Member, Volunteer Management & Training Subcommittee	1 Nov 2021	100	
15	Lion Tay Jia Ming	Director Chairperson, Community Engagement & Partnerships Subcommittee	1 Nov 2021	100	
16	Lion Yeoh Guan Huah	Director Chairperson, Investment Subcommittee Member, Finance Subcommittee	1 Nov 2021	89	

Lions Befrienders held its 28th Annual General Meeting on 17 September 2022.

	BOARD MEMBER	DESIGNATION	DATE OF APPOINTMENT	% OF ATTENDANCE	REMARKS
17	Lion Serena Yuen	Director Chairperson, Human Resources Subcommittee	1 Nov 2021	100	
18	PCC Lim Hon Chee PBM	Co-opted member Member, Constitution and By-laws Subcommittee	1 Nov 2021	86	
19	Lion Wendeline Chong	Co-opted member Member, Volunteer Management & Training Subcommittee Member, LB Heritage Corner Subcommittee	1 Nov 2021	100	
20	Lion Heng Mong Yong	Co-opted member Member, Facilities Management Subcommittee Member, Tender Subcommittee	1 Nov 2021	83	
21	Lion Jennifer Jern	Co-opted member Member, Investment Subcommittee Member, Human Resources Subcommittee	1 Nov 2021	67	
22	Lion Leong Boon Cheng	Co-opted member Member, Facilities Management Subcommittee Member, Tender Subcommittee	1 Nov 2021	83	
23	Lion Daniel Wong	Co-opted member Chairperson, Audit Subcommittee	1 Nov 2021	57	
24	Lion Seet Kok Heng	Co-opted member Chairperson, Facilities Management Subcommittee Chairperson, Tender Subcommittee	1 Nov 2021	100	
25	Lion David Tang	Co-opted member Member, Human Resources Subcommittee	1 Nov 2021	75	
26	Lion Ying Wai Lin	Co-opted member Chairperson, Constitution and By-laws Subcommittee	1 Nov 2021	63	
27	Ms Evelyn Goh	Co-opted member Member, Volunteer Management & Training Subcommittee	1 Nov 2021	57	
28	Lion Lah Yan Poh	President Member, Investment Subcommittee	1 Nov 2021	67	
29	Lion Francis Ng PBM	President Bendemeer Senior Activity Centre	1 Nov 2021	17	hospitalised
30	Lion Joseph Low	President Clementi/Bukit Timah Senior Cluster Network	1 Nov 2021	83	
31	Lion Sally Ang	President Queenstown Senior Cluster Network	1 Nov 2021	100	
32	Lion Terence Lim	President Tampines/Changi Senior Cluster Network	1 Nov 2021	0	
33	Lion Melvin Liu	President Befriending Services	1 Nov 2021	83	

Sources of Income

\$2,075,762

17.27%

Donations & Fundraising

\$50,364

0.42%

Activities Income

\$1,731,978

14.41%

Other Income

\$5,859,606

48.76%

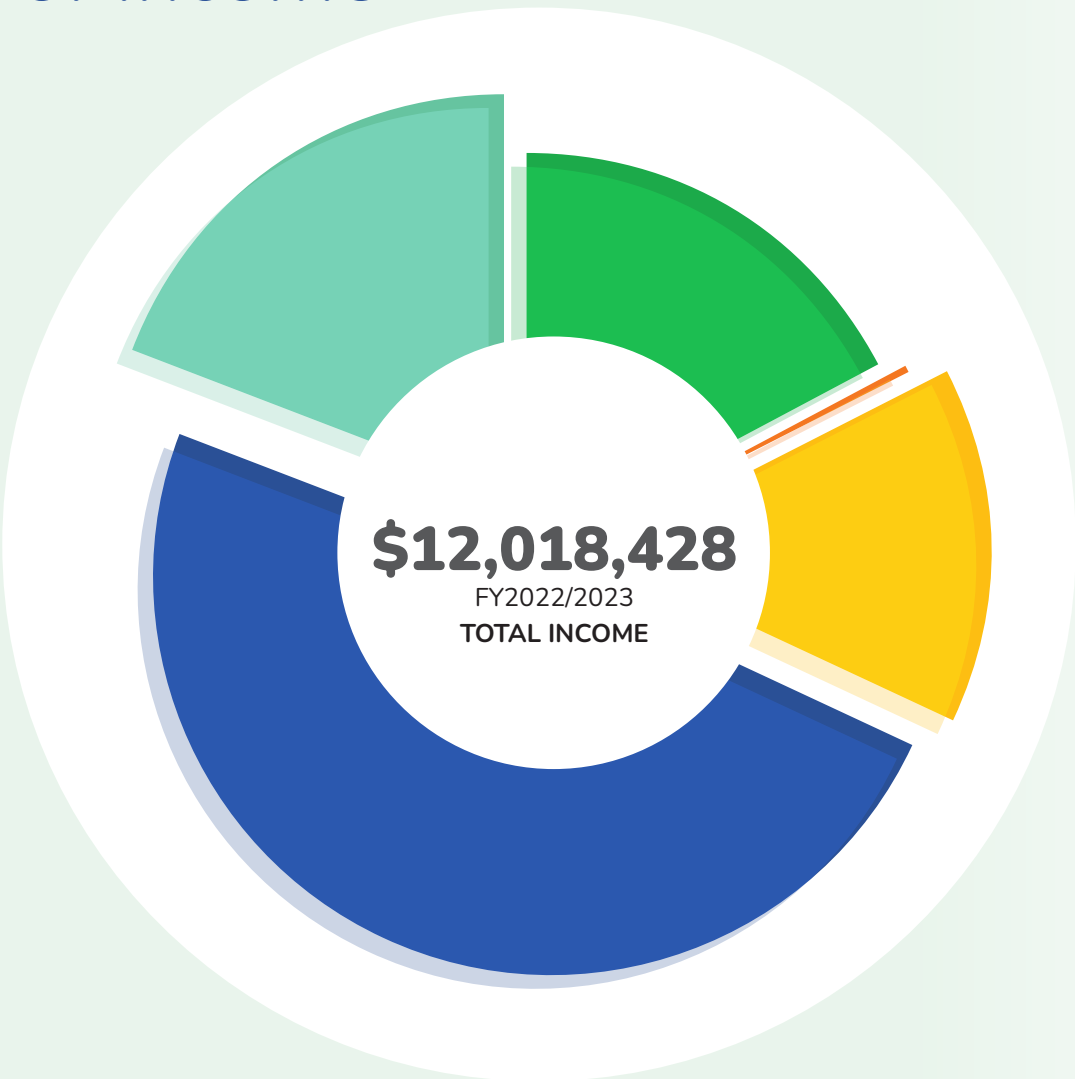
Government

Subvention - MOH & MSF

\$2,300,718

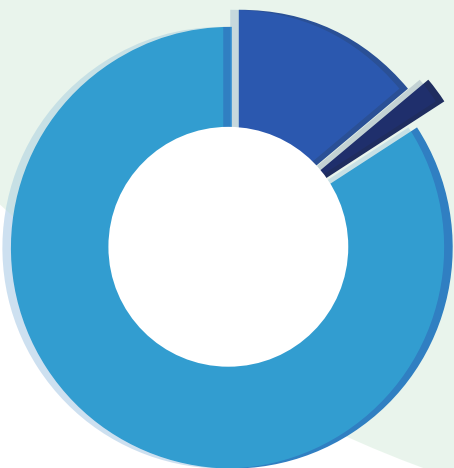
19.14%

Other Grants



Breakdown of Charity Dollar

In addition to government subvention and grants, LB relies on donations and funds raised as a major source of income. Out of every dollar LB spent in FY2022/2023, about 84 cents went directly to fund the programmes and activities that benefit our seniors.



\$0.14

Operations

\$0.02

Fundraising

\$0.84

Charitable

OPERATIONS COSTS

- Rental
- Utilities
- Printing
- Maintenance
- Public relations
- Bank charges
- Audit and professional fees to support direct services

FUNDRAISING COSTS

- Costs incurred to raise funds to support our direct services

CHARITABLE ACTIVITIES COSTS

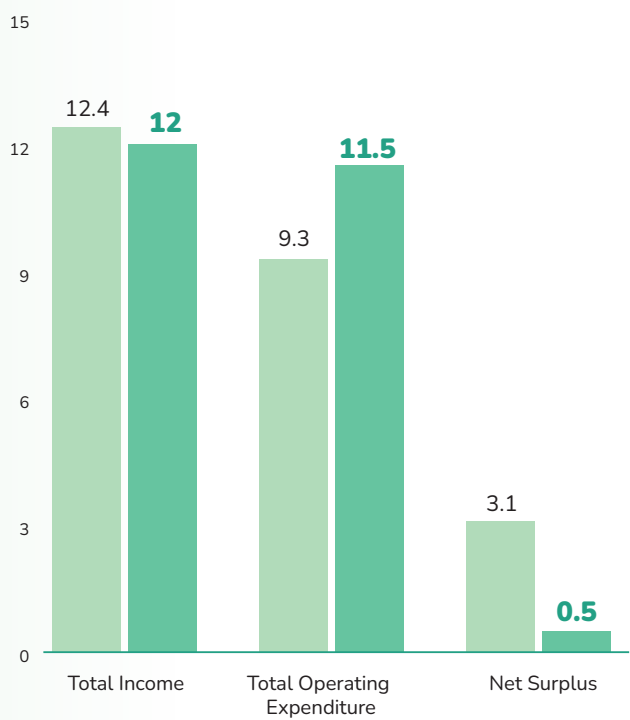
- Staff costs of providing services
- Running of programmes for our seniors

Operations and fundraising costs are covered by fundraising income.

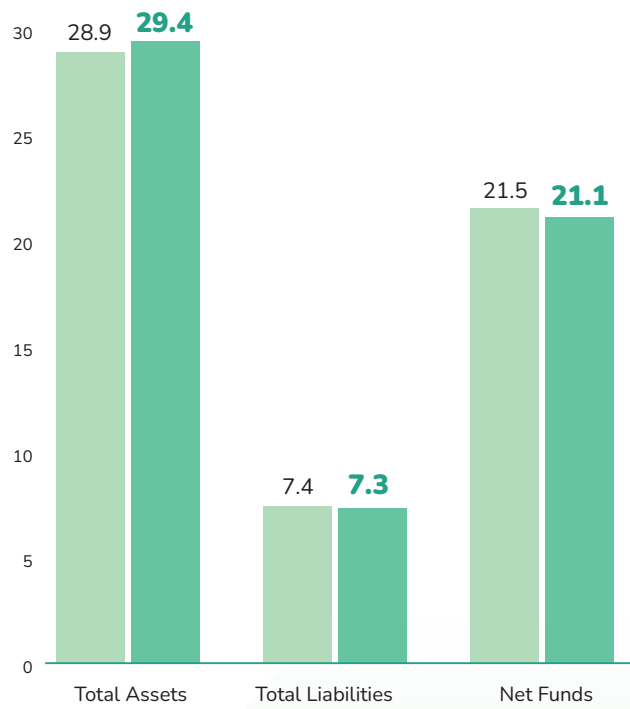
Financial Summary

(FY2022/2023)

INCOME & EXPENDITURE (\$M)



BALANCE SHEET (\$M)



FY2021/2022 FY2022/2023



Please scan the QR code to view the detailed Financial Statements (FY2022/2023).





LIONS BEFRIENDERS SERVICE ASSOCIATION (SINGAPORE)

Blk 130 Bukit Merah View, #01-358, Singapore 150130

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lionsbefrienders.org.sg

contact@lb.org.sg

Lions Befrienders

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Active Ageing Centres (AAC)

LB AAC @ Clementi 420A
Blk 420A Clementi Avenue 1
#02-03, S(121420)

LB AAC @ Mei Ling 150
Blk 150 Mei Ling Street
#01-53, S(141150)

LB AAC @ Ghim Moh 18
Blk 18 Ghim Moh Road
#01-115, S(270018)

LB AAC @ Tampines 434
Blk 434 Tampines Street 43
#01-77, S(520434)

LB AAC @ Tampines 499C
Blk 499C Tampines Avenue 9
#01-256, S(523499)

LB AAC @ Ang Mo Kio 318
Blk 318 Ang Mo Kio Avenue 1
#01-1453, S(560318)

LB AAC @ Bendemeer 32
Blk 32 Bendemeer Road
#01-799, S(330032)

LB AAC @ Clementi 366
Blk 366 Clementi Avenue 2
#01-527, S(120366)

LB AAC @ Clementi 344
Blk 344 Clementi Avenue 5
#01-132, S(120344)

LB AAC (SA) @ Tampines 494E
Blk 494E Tampines Street 43
#01-544, S(525494)

Community Case Management Service (CCMS) Office

LB CCMS @ Bukit Timah / Clementi /
Queenstown
Blk 426 Clementi Avenue 3
#01-486, S(120426)

LB CCMS @ Changi / Tampines
Blk 494E Tampines Street 43
#01-544, S(525494)

Senior Group Homes (SGH)

LB SGH @ Queenstown
Blk 151 Mei Ling Street
S(140151)

LB SGH @ Tampines / Changi
Blk 499C Tampines Avenue 9
S(523499)

Home Personal Care (HPC)

LB HPC @ Queenstown
Blk 151 Mei Ling Street
#01-01, S(140151)

Befriending Services

Blk 130 Bukit Merah View
#01-350, S(150130)

Lions Befrienders Training Centre

LB Training Centre @ Queenstown
Blk 163 Stirling Road
#01-1220, S(140163)

A PROGRAMME
OF DISTRICT 309
SINGAPORE

MEMBER OF

SUPPORTED BY

