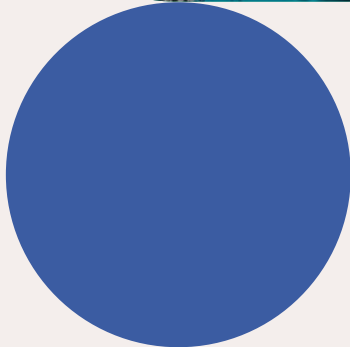


SERVING OUR SENIORS, SHAPING OUR FUTURE



VISION

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

MISSION

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

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 ageing

Encourage lonely seniors to age in place with community support

CORE VALUES

Commitment

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

Respect

We honour the individual's rights and beliefs

Leadership

We inspire and empower change for a better future

CIRCLE

Integrity

We uphold trust and accountability in all we do

Compassion

We serve with kindness and openness

Empathy

We listen, we feel, we care

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

UEN: S95SS0076A
Charity Registration No.: 001250
IPC Registration No.: IPC000228
IPC Period: 4 July 2024 to 3 July 2027
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

Dear fellow Lions, Befrienders, Partners & Supporters of Lions Befrienders Service Association (LBSA),

I am delighted to present LBSA's Annual Report for 2023/2024 to our esteemed partners and friends. This report showcases our highlights and achievements over the past financial year, reflecting our unwavering commitment to serving Singapore's senior community.

Having assumed the role of Chairman on 1 November 2023, I am deeply honoured to lead this exceptional organisation. I extend my heartfelt gratitude to my predecessor and the previous board for their exemplary stewardship, which has maintained Lions Befrienders in excellent financial health and propelled us to our current heights.

The theme of this Annual Report, "Serving Our Seniors, Shaping Our Future," encapsulates our vision and mission. As our seniors face increasingly complex and specialised challenges, we recognise that the strategies that have brought us success thus far may not be what carries us into the future.

To address this, we are actively equipping ourselves with the relevant knowledge, skills, and technology. I am confident that our dedicated staff are well-positioned to embrace these advancements and drive our organisation forward.

LBSA remains committed to aligning our efforts with the Ministry of Health (MOH)'s Age Well SG national programme as we enhance our eldercare services to prepare for a super-aged society. I am also actively engaging with the Agency for Integrated Care (AIC) and the National Council of Social Service (NCSS) to ensure that LBSA continues to deliver the highest quality of care and support to our seniors.

Looking ahead, I am excited about our upcoming events, such as the inaugural LB Health Fiesta, and our Inter-AAC competitions. Such initiatives provide valuable opportunities to connect with more seniors and further our objective of enriching their lives.

In closing, I would like to express my sincere appreciation to our donors, sponsors, the Lions Clubs of Singapore, as well as our volunteers and community partners. Your unwavering support is the cornerstone of our success, enabling us to make a meaningful difference in the lives of our seniors. Together, we will continue to shape a future where every senior can lead an active, healthy, and fulfilling life.

Lion Alex Lim
Chairman

“Together, we will continue to shape a future where every senior can lead an active, healthy, and fulfilling life.”



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OUR LOCATIONS

QUICK OVERVIEW OF OUR ISLANDWIDE OPERATIONS

- 10 Active Ageing Centres
- 2 Community Case Management Service Offices
- 2 Senior Group Homes
- 1 Head Office & Befriending
- 2 Home Personal Care Office
- 1 Training Centre
- 1 Gym Tonic

● LB AAC @ Ang Mo Kio 318

- LB AAC @ Tampines 434
- LB AAC @ Tampines 494E
- LB AAC @ Tampines 499C
- CCMS @ Changi / Tampines
- SGH @ Changi / Tampines
- HPC @ Changi / Tampines

● LB AAC @ Bendemeer 32

- LB AAC @ Clementi 344
- LB AAC @ Clementi 366
- LB AAC @ Clementi 420A
- CCMS @ Bukit Timah / Clementi / Queenstown

● LB AAC @ Ghim Moh 18

- LB AAC @ Mei Ling 150
- SGH @ Queenstown
- HPC @ Queenstown
- Training Centre
- Gym Tonic

● Head Office & Befriending

SERVING OUR SENIORS

PROGRAMMES & SERVICES





ACTIVE AGEING CENTRE

STEPPING INTO THE COMMUNITY WITH OUR SENIORS

Reaching Out from Solitude

“Lions Befrienders got me singing and socialising again after 10 years,” said 68-year-old Ruth S Telyb, a senior with LB Active Ageing Centre (AAC) @ Clementi 344, which is one of 10 LB AACs located across the island serving as hubs for seniors to congregate, connect and contribute to the community as they wish.

Ruth, who is also a Senior Volunteer at the AAC, has attributed the centre and its members in getting her out of a solitary lifestyle.

In 2022, Ruth walked over to the AAC to enquire more about activities suitable for her to participate in, after being intrigued by an outreach leaflet from the centre that she found at her doorstep.

“I was ushered in for an interview session where I learnt more about the AAC. Impressed, I immediately joined as a member! I was told to start off slow with two exercise slots per week, and then choose to join other activities that are attractive to me,” said Ruth.

Sulaiha Ayob, a Senior Programme Executive at LB AAC @ Clementi

344, reminisced the day she welcomed Ruth to the AAC.

Thriving Again

“We would encourage the seniors to sign up for our programmes according to their personality and likes, without any force or pressure. I remember Madam Ruth didn’t have a smartphone when she joined. I later recommended her to join IMDA’s *Senior Go Digital*, where the Digital Ambassador helps seniors pick up basic digital skills and knowledge. She navigated her smartphone well when she made the switch!” said Sulaiha.

Chiming in, Ruth shared that she unexpectedly warmed up to technology and the gadgets that came along with it. She has also since outgrown her shyness and solitude with the encouragement and support from fellow seniors and staff at the AAC.

“To my surprise, I became more comfortable mingling with people and getting to know them better. Before this, even though I was in acting gigs and singing performances, I rarely spoke to anyone unless I had to. Now, I not only get

involved in most of the activities in the AAC, but also coordinate those activities and assist other seniors!” exclaimed Ruth.

“*Lions Befrienders got me singing and socialising again after 10 years.*”

— Ruth S Telyb

Sulaiha said the team would constantly observe the seniors to discover their many talents, in addition to recognising their need of assistance.



“For Ruth, we knew she was caring for her ailing mother for the past 10 years that drove her to a solitary life, away from the active lifestyle that



she once had. We eased her into being active again at our AAC and even enrolled her for a therapeutic art facilitator training,” said Sulaiha, adding that Ruth would be conducting art classes at the AAC as soon as she feels ready.

Sulaiha added that most of the activities at LB AAC @ Clementi 344 are conducted by Senior Volunteers; they are on the pulse of the ongoing in the community and neighbourhood. These seniors are also empowered to reach out to other seniors who need help, or to refer them to the AAC for further assistance.

In line with the Age Well SG national initiative, LB AACs will also strive towards delivering more active ageing programmes focusing on the domains of social, physical health, cognitive, learning and volunteerism.

“At the AAC, we are continuously striving to create a holistic environment where we could bridge the gap between seniors and their ever-evolving needs, plus anticipating their future needs as well,” said Sulaiha.



“*Being given opportunities to learn new skillsets to better engage and serve seniors has been a transformative experience for me, as well as how community partners can work together to shape seniors in staying active and maintaining a positive outlook of life.*”

— Kee Chun Wah, Befriending Executive, LB AAC @ Mei Ling 150

BEFRIENDING

A STEADFAST COMPANION TO OUR SENIORS

Colourful Days Ahead

Watching senior Yeow Yen Lian tirelessly go about carrying out caregiver duties on her daughter Chew Siau Ping, 51, who has a long history of medical conditions, one may find it hard to imagine that the doting mother is already at an advanced age of 86.

“As (Siau Ping) would have multiple seizures in a day, I must be on my toes and attend to her so that she wouldn’t sustain any injuries. To care for her, I need to take care of myself first, so that I am at my best,” explained Yen Lian, gesturing at her daughter.



Throughout the day, she tends to her daughter’s every need with a smile and an endearing look.

Propping up a colouring book, Yen Lian prepares a set of paint with brushes and guides Siau Ping to fill the spaces with blooming colours.

“My friend Alex got her this book, and she loves it so much. When he visits us and helps me out with my letters, government assistance, and updates on the latest happenings, Siau Ping would not feel left out,” said Yen Lian, who has been single-handedly looking after Siau Ping ever since the passing of her husband nearly two decades ago.

The friend she refers to is Alex Yip, a Befriending Associate at LB who regularly calls on seniors such as Yen Lian who may be at risk of social isolation.

“Yen Lian is a full-time caregiver and has limited to no social interaction due to her daughter’s physical and mental limitations which require around-the-clock attention. Under these circumstances, she wouldn’t

be able to enjoy the daily activities at our AAC or connect with her peers there,” said Alex.

However, looking at the bright side, Yen Lian says she was very fortunate for the continuous support and care from LB since she joined as a member in 2007.

All You Need is a Friend

“They provided me with furniture, a television set, and most of all, they gave me a feeling of belonging. I also gained a friend in Alex who is there for me, listening to my concerns and worries. If no one comes over, I feel like a mute. I know just by talking alone doesn’t solve all my problems, but it helps with getting things off my chest, and I feel better after each visit. I look forward to these visits,” she remarked.

“Once the staff and volunteers brought us to a cable car ride; it was one of the happiest days in my life seeing my daughter enjoy the day with me, without me worrying too much about her as they were with us all the time. I wouldn’t have

been able to give my daughter that experience by myself,” said Yen Lian.

Alex added that he and his Befriending team would always find ways to bring joy, a sense of community, and belonging with regular visits to the seniors.

“Sometimes all you need is a friend. We want them to feel empowered and banish any lonesome thoughts as much as possible. We strive to adopt this sustainable approach for the future; where our regular visits and phone calls ensure that the seniors know they are part of a larger community and to also monitor their wellbeing while they are ageing in place.”

“Sometimes all you need is a friend. We want them to feel empowered and banish any lonesome thoughts as much as possible.” — Alex Yip





COMMUNITIES OF CARE

A CARE ECOSYSTEM FOR OUR SENIORS

Embracing Digital Touches

"I love gadgets and I am always eager to learn how to use them even when it is challenging for me!" quipped 77-year-old senior Phyllis Cheok when asked about her IM-OK tablet.

She said she was particularly excited about how she could monitor her health without having to leave the comfort of her home.

"LB issued me some devices with the tablet, including one that would measure my blood pressure, and a

weighing machine that would also calculate my bone density, heart rate, BMI, body fat, and even my muscle mass, among others. They set it all up, connecting them via Bluetooth so that I can check the health readings on my smartphone!" chirped Phyllis happily.

"We are required to check-in by clicking on the I'M OK button once or twice a day, set according to our preference. If we miss it, LB would check on us to see if all is well. I'm touched that LB cares for us enough to bother about our wellbeing."

— Phyllis Cheok



Megan Goh, an Executive with LB's Tech Care team whose role encompasses delivering holistic care for seniors within their neighbourhoods, said that the IM-OK tablet is one of the technology-driven initiatives developed to create a comprehensive and personalised care ecosystem that promotes independence, safety and social connectivity for seniors.

"We call it the I-OK Ecosystem. It has four components for now that covers Educational, Detection or Early Intervention, Home Based, and Active Ageing Centre Based. The IM-OK tablet falls under the Home Based category, where LB empowers seniors to check on their own wellbeing on a daily basis," elaborated Megan. She stated that digital adaptability of seniors is achieved through regular contact with technology and them understanding how inevitable it is.

An I-OK Ecosystem

She also enjoys watching videos, listening to the radio, and even playing multiple mind-stimulating games on the tablet, and never feels lonely at home thanks to it.

"We are required to check-in by clicking on the I'M OK button once or twice a day, set according to our preference, for timings that are convenient to us. If we miss it, (LB staff) would check on us to see if all is well. I am touched that LB cares for us enough to bother about our wellbeing," said Phyllis.



Phyllis agreed, "This was how I learnt to do so many new things! I now watch tutorial videos on how to make online payments using PayNow and PayLah. I have learnt

to use all types of social media, send emails, and more!"

The senior mentioned that when she leaves home, she'd be sure to click the "Going out" option on the IM-OK tablet so that the device will not trigger an alert to her next-of-kin or LB if she misses the check-in timing.

"And when we go for outings with the AAC, sometimes the staff would ask us to bring along the IM-OK tablet to play interactive games together. It is so fun!" effused Phyllis.

Megan said she and her team enjoy their engagements with the seniors during such events where they would frequently be faced with interesting queries regarding the IM-OK tablet and its functionality.

"It's pretty cute to see the seniors poring over the tablets. Sometimes they don't even wait for such events to ask about some features on the tablet; they'd walk right into our office to talk to us about it!" said Megan, tickled by the enthusiasm of the seniors.

She believes that most LB seniors would eventually become tech-savvy and not feel left out, as LB is constantly working on enhancing the seniors' digital literacy.

"The world is becoming more and more dependent on technology, and everyone must somehow catch up with all that come with it. With our interventions, seniors are adapting more easily now. This will also help them in being agile and being more receptive to other kinds of technology," said Megan.



COMMUNITY CASE MANAGEMENT SERVICE

— REACHING OUT TO OUR SENIORS

Personalised Pillars of Support

A friend in need is a friend indeed. That is what senior Leong Mui, 92, feels each time Alyxandrea Xu, a Case Manager with LB's Community Case Management Service (CCMS) team, comes over for her routine visits.

Frail and living alone, it has been tough for Leong Mui to navigate certain things in life, and she is relieved to know that Alyxandrea is a constant pillar of support.

"I just know that whatever issues I have, I can rely on LB. They're very helpful in assisting me in various matters, and they also guide me to do some things by myself. I can easily get them done now," gushed Leong Mui while smiling at Alyxandrea.

CCMS aims to prevent or delay vulnerable seniors from being institutionalised by delivering holistic care that is centred on their personalised needs.

Alyxandrea explains that there are customised arrangements through multiple external agencies being

meted out to Leong Mui, according to her specific needs.

"Madam Leong has experienced significant improvements in her well-being after our coordination of services and referrals to relevant agencies that have enhanced her safety at home, as well as increased her social integration and connectedness to the society," she said.

From arranging home-based nursing services, liaising with HDB for home safety installations under the Enhancement for Active Seniors (EASE) programme, medical escort

"I just know that whatever issues I have, I can rely on LB. They're very helpful in assisting me in various matters, and they also guide me to do some things by myself. I can easily get them done now."

— Leong Mui

transportation, to housekeeping services and more, Leong Mui is one of among the hundreds of seniors receiving such personalised assistance from LB.

"Plus, I would check in regularly with the external services to ensure that the required assistance was rendered as per our requests, and that they meet her evolving needs. This whole exercise empowers her and her peers to age in place with dignity while preserving their independence within the community," added Alyxandrea.

Ageing Gracefully and Independently

Leong Mui points out that these care arrangements allow her to

concentrate on her daily life with things that she enjoys doing, such as looking after her plants, and even tailoring!

"I feel cared for – a nurse comes over to sort out my medications, a housekeeper comes over to clean up my place, and more.

"It is difficult when I feel lonely, but I would go to the AAC near my block (LB AAC @ Clementi 344) to join their activities, and also pop by to ask them to check my phone if it malfunctions. I am hard of hearing and my eyesight is waning, so it brings me great warmth when I even have this lovely lady (Alyxandrea) who comes to keep me company, read out my letters,

and even explain to me the latest government assistance and latest news!" chuckled Leong Mui, while expressing her gladness that such eldercare services are available for her and her peers.

Alyxandrea says the CCMS team constantly ensures that seniors' living environment is safe for them to live in and age gracefully.

"They want to be independent, without burdening their loved ones. At the same time to get the necessary assistance they need, without being institutionalised. This is the ideal future that we are working towards, and we are on the right track," she said.





HOME PERSONAL CARE

A HELPING HAND FOR OUR SENIORS

A Little Presence Goes A Long Way

Even at 96 years old, senior Zainab Binti Ahmad looks forward to her gentle exercises in her daily routine, as she believes in making her frail limbs move as much as possible!

Armed with her IM-OK tablet from LB, every morning she would follow one of the multiple exercise videos that are pre-uploaded to the device, and do her best in following the steps.

Following about an hour of working up a sweat, Zainab would shower, perform her prayers, and enjoy her Kopi-O before she starts to water her plants.

A little while later, there is a knocking on Zainab's door. Smiling, she opens up her one-room flat in Tampines to welcome Zuraidah Binte Zainuddin, a Programme Coordinator from LB's Home Personal Care (HPC) team.

Zuraidah assists vulnerable senior clients such as Zainab in various activities of daily living, such as buying groceries, running errands or paying bills, so as to improve their well-being in the comfort of their homes. She also helps her clients with maintenance exercises, vital signs measurements as well as medication reminders. Sometimes, they simply need a listening ear to talk to during her visits.



Zainab shared, "Zuraidah treats me well! I have a unique taste and even though my requests would take her to multiple locations, she will get them all for me. She never had a sour face, nor complained about it. I feel very happy whenever she comes over and since I am very comfortable with her; I don't hold back in sharing my feelings with her."

Two is Better Than One

Zuraidah chimed in, explaining that while Zainab is deemed frail and poses a fall risk, she strives to do

what she can around the house.

"Every two or three months, she would see to it that her furniture is arranged differently," said Zuraidah in admiration of Zainab's will to be active.

Zainab added that she loves having company around as she lives alone, and reminisced the days where she enjoyed cooking for her guests, but this has drastically reduced due to her advanced years.

"I used to love making my own *rempah* for curries, *sambal*, and fried items, I am a very independent

woman, but I realise that my age is catching up and my body is not as agile as before, so I truly welcome Zuraidah's presence and assistance," said Zainab, who is also currently receiving meals-on-wheels from LB for lunches on weekdays.

"We are here for her and other vulnerable seniors constantly, to let them know we care for them. In this fast-paced world, we have to continuously ensure that every senior would live their life happily with dignity, while ageing in place without compromising their safety and needs," said Zuraidah.



"I am a very independent woman, but I realise that my age is catching up and my body is not as agile as before, so I truly welcome Zuraidah's presence and assistance."

— Zainab Binti Ahmad

VOLUNTEER MANAGEMENT

WILLING HEARTS TO SERVE OUR SENIORS

Senior Chan Chin Yeong, 76, smiles widely as Zhang Ge Lin, 36, stands at the former's doorway.

"Good morning, Aunty, I hope you're ready for your doctor's visit today!" greets Ge Lin, who volunteers with LB as a medical buddy, accompanying Chin Yeong to her doctor's appointment.

She proceeds to book a private hire car to the hospital, assist Chin Yeong with translation or explanation on the doctor's advice, and brings the senior back to her abode at the end of the appointment.

"If Ge Lin is available, she would come to accompany me. If not, LB would get other volunteers to accompany me. All of them are very sweet, caring, and kind towards me and I would feel very special throughout the visit," said Chin Yeong.

The senior, who lives alone in her rental unit at Holland Close, has been receiving this service since early 2024 to closely follow up with her post-surgery medical appointments due to her knee injury and the infections that followed.

"I had to undergo two operations and frequently follow up with the

doctors on my recovery. Thankfully LB had my back and their volunteers like Ge Lin helped me throughout this journey," said Chin Yeong.

She adds that without a medical buddy, not only would it be difficult to travel alone, the helplessness she feels at the waiting area, the registration procedure, collection of medicine, and even the one-to-one consultation with the doctor would be too much for her to bear.

"Almost everything at the hospital is self-service! It is quite scary for me to handle this by myself. Plus, the signages are in English, and many of the doctors, pharmacists, and

other hospital staff don't converse in Mandarin, so the volunteers are really a godsend for me," Chin Yeong added.

Finding The Right Fit

LB Volunteer Management and Project Development Senior Executive Tan Wei Hong, who coordinates and makes such buddying arrangements between volunteers and seniors, emphasised that it is vital the team handpicks the right volunteers and give them adequate training to ensure the end goal of the senior's benefit is achieved.

"We would ensure we match the right volunteer to fulfil the senior's needs. With this, we hope to instill a community service spirit among the current and future generations so that they are willingly ready to serve more seniors," he added.

From Medical Buddies to Budding Relationships

Ge Lin, who has been a volunteer with LB since 2017, believes that volunteering is a calling for those who feel fulfilment performing it, and that's why those who volunteer will usually form close bonds with the seniors.

She said, "I have been to more than 10 training programmes through LB to equip myself better! This dedication from my part has been fruitful for me too. For example, at home, I learnt to understand and help to cope with my elderly mother's trait of being forgetful, after attending a dementia-related training. Instead of being impatient, I appreciate that I have the knowledge to navigate this matter for my whole family."

Ge Lin continued, "I treasure all these visits as I love to spend time with Aunty Chin Yeong and other seniors whom I meet. I realise that they are full of wisdom since most of them have survived many challenges and difficulties."



"My volunteering experience reshaped the way I perceived seniors. I no longer assume they are all needy or helpless. They are still able to contribute in their own ways. We just need to be supportive and provide opportunities where they can actively participate in improving their ageing journey."

— Joseph Lee, 20, Volunteer



"I joined LB in June 2023 and have been assisting in the AAC's exciting activities such as outings, classes and more! Thanks to this, I made stronger connections with folks from the neighbourhood. I learnt and felt the support of the community and the spirit of giving. This experience with LB fulfilled my retirement life!"

— Ng Bee Lian, 68, Senior Volunteer with LB AAC @ Clementi 344.

OUR IMPACT BY NUMBERS

(As of 31 March 2024)

ACTIVE AGEING CENTRES (AAC)



8,770

Lions Befrienders Members

ACTIVITIES

6,083

Activities conducted

17,155

Activity sessions

2,658

Sponsored activities coordinated by AACs

249,260

Total participation in activities

251

Centre volunteers

272

Centre senior champions

526

Buddying and Befriending clients

Information & Referrals

1,392

Information handled

306

Referrals handled



COMMUNITY CASE MANAGEMENT SERVICE

237

Clients served

HOME PERSONAL CARE

192

Clients served

INTERIM BEFRIENDING PANEL (IBP)

IBP Central

686

Buddying clients served

14

Befriending clients served

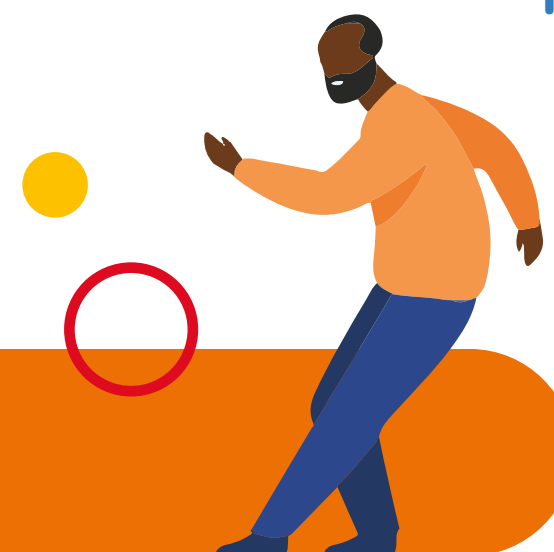
IBP East

593

Buddying clients served

7

Befriending clients served



EVENTS



◀ **MAY 2023**
Showcasing LB Tech Care at inaugural SUSS Geronpreneurship Innovation Festival.



▶ **JUL 2023**
Supporting the nation's first Healthier SG Roadshow with LB activity booth and stage performance.



◀ **SEP 2023**
Celebrating the efforts and dedication of LB volunteers on Volunteers Day 2023.



▶ **OCT 2023**
Coming together as one during Appreciation & Awards 2023 to recognise individuals and groups who helped better the lives of the seniors under our care.



◀ **MAR 2024**
Reaching out to seniors at LB AAC @ Ang Mo Kio 318 Open House, in collaboration with AIC.

MILESTONES



◀ **JUL 2023**
LB receives the People's Association Community Spirit (PACS) Awards 2023 - Excellence Award.



▶ **SEP 2023**
Celebrating LB AAC @ Tampines 434's 10th Anniversary.



◀ **SEP 2023**
The IM-OK device reaches 1,000 users.



▶ **OCT 2023**
LB is one of seven industry partners who signed an MOU at inaugural Integrated Care Learning Symposium.



◀ **OCT 2023**
LB launches its first Gym Tonic at LB AAC @ Mei Ling 150.



▶ **NOV 2023**
LB receives the Charity Transparency Award 2023.

INNOVATIONS



AUG 2023 ▲

IM-OK is Top 3 finalist for Best Adoption - NGO at Techblazer Awards 2023.

MAY 2023 ▲

IM-Healthy is finalist for Innovation of the Year - Productivity at the 11th APAC Eldercare Innovation Awards.



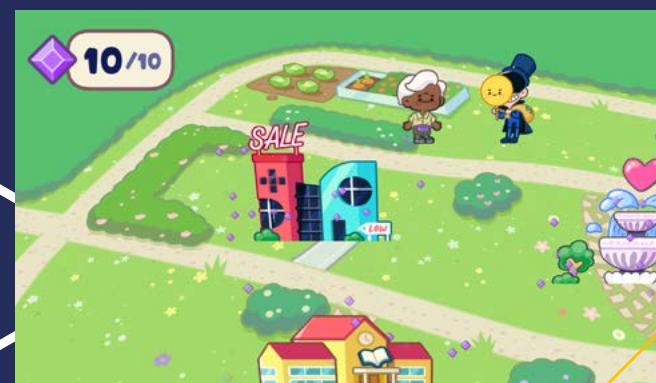
OCT 2023 ▲

LB partners Delta Electronics to launch pilot trial for *IM-AIDEN*, an Autonomous Mobile Robot specialising in home delivery.



NOV 2023 ▲

IM-OK Version 4 is launched, with added *IM-Healthy* app function that helps users monitor their vital signs.



FEB 2024 ▲

Launch of upgraded *Say No To Scam* interactive web game that aims to raise awareness about the warning signs of scams.

ENVIRONMENTAL, SOCIAL & GOVERNANCE



OCT 2023

LB joins hands with Asia Pacific Breweries Singapore (APBS) and Zero Waste SG to launch "*Let's Recycle Together*" community initiative to educate and empower seniors on recycling practices, promoting sustainability.

Over a four-month pilot period in Mei Ling Street, Queenstown, individual and corporate volunteers conducted door-to-door collection of recyclables and sorting sessions at 14 housing blocks. A total of 857kg of recyclables were collected.

FEB 2024

LB conducts *Upcycling For Change* roadshows at four AACs, featuring exhibitions, educational posters, games and activities to promote a sustainable lifestyle.





OUR SENIOR CHAMPIONS

Mr Goh Leng Seng, 67, has been an invaluable member of LB AAC @ Ghim Moh 18 since joining in 2021. Seeking to stay engaged within his community in his retirement years, Mr Goh quickly found his niche as a vibrant and proactive senior at the AAC.

With his natural affinity for connecting with fellow seniors, Mr Goh cuts a popular figure at the centre. His jovial personality and penchant for cracking jokes have often helped to liven up the atmosphere, encouraging greater participation in the AAC programmes. A keen eye for detail and willingness to help have also made him a welcome presence during activities such as exercises, where out of his own accord, he guides seniors along with certain movements and postures.

Recognising his positive impact, Mr Goh was recommended to serve as a Senior Champion about two years ago, a role he enthusiastically embraced. As a Senior Champion, he leads groups during AAC outings, ensuring the safety and well-being of the seniors under his care.

Mr Goh views his role as one that complements the AAC staff, understanding the importance of Senior Champions in managing various aspects of AAC programmes given the staff's limited resources.



Mr Goh's dedication to establishing a family-like atmosphere at LB AAC @ Ghim Moh 18 has not gone unnoticed. During LB's Appreciation & Awards 2023, he was honoured with the "Special Senior Volunteer of the Year" award, recognising his outstanding efforts as a Senior Champion.

"My heart is here," Mr Goh says about the AAC. "I just want to do my part to serve in this big family so that the seniors will like to return."



PARTNERSHIPS & FUNDRAISING

In 2023, our Community, Engagement and Partnership team spearheaded a series of impactful activities, including events and CSR initiatives. In total, we jointly organised 57 events aimed at making an impact on our seniors' lives, providing them with fulfilling experiences.

FLAG DAY 2023 ▶

Themed "Enriching Seniors with your Generosity", Flag Day 2023 took place on 7 October 2023 across 14 locations around Singapore. Through avenues such as Electronic Transfer, Street Collection, Adopt-a-tin-can drives, and the Giving.sg platform, a total of **\$100,251** was raised.



CHARITY GOLF 2023 ▲

Held on 12 October 2023 at Sentosa Golf Course, LB's Charity Golf 2023 event, "Swing with Joy", brought together golf enthusiasts and philanthropists alike, all united in making a difference to the lives of our seniors. The fundraising total of **\$138,597** will go a long way in our mission of providing essential services and companionship to seniors in need.

A highlight of the event was a live charity auction featuring nine items, one of them being a coveted Michael Jordan autographed jersey. The fun competition between bidders made the event even more thrilling, bringing everyone together with a strong sense of community and kindness in the air.

CHRISTMAS ROADSHOWS ▶

During the festive Christmas season in 2023, we participated in roadshows hosted by esteemed organisations such as A*STAR, Google and Shopee.

These events provided us with invaluable platforms to not only raise awareness but also conduct fundraising activities within their office premises. In total, we raised **\$827** from these 3 roadshows.

By showcasing handmade items crafted by our seniors and Lion fruit cake kindly sponsored by PDG Sylvester Heng, LCS East at the roadshows, we also seized the opportunity to engage attendees while sharing insights into the diverse services offered by Lions Befrienders.



Partner Spotlight — GREAT EASTERN



“Our collaboration with Lions Befrienders has provided opportunities for personal and professional growth, as our employees learn valuable skills in communication, empathy, and problem-solving through their interactions with seniors. This partnership has enriched our organization both internally and externally, aligning with our values and contributing to our broader mission of making a positive impact in society.”



AWHL SHOPPING TRIP ▲

In celebration of Lunar New Year 2024, AWHL, a fully home-grown brand, initiated a shopping outing for 50 of our seniors from LB AAC @ Clementi 420A. AWHL generously provided each senior with a \$50 budget, along with the companionship of 50 volunteers to spend during the shopping trip.

This was followed by a karaoke session to conclude the event, which was enthusiastically received by our seniors, who thoroughly enjoyed the experience.



Garrick Dawson,
Love Button Global
Movement Tour
Representative

Partner Spotlight —

LOVE BUTTON GLOBAL MOVEMENT

“We love the concept of active ageing and knew it was something we had to participate in. Just as I imagined, the organisation and the beneficiaries are full of life. We left with more than we came!”



OUR MANAGEMENT BOARD



Front Row (L-R):

1st VDG Shirley Lee
Lion Cliff Goh Geok Lin
Lion Nancy Quek Swee Keow
DG Yeo Siew Yam
Lion Alex Lim (Chairman)
PDG Anthony Tay PPA BBM
Lion Yeoh Guan Huah
Lion Tay Jia Ming
Lion Jennifer Ong

Back Row (L-R):

PDG Ho Sum Kwong
Lion Jeremy Lim
PDG Yip Keng Fook Victor
Lion Goh Boo Han PBM
Lion Tony Yap
Lion Leong Boon Cheng
Lion Amon Lim
Lion Steven Tan
Lion Teo Cheng Peow
Lion Seet Kok Heng
Lion Teo Bee Bee
Lion Brenda Lee
Lion Stella Kok

Not in Photo:

Lion Henry Liang Teng Soon
2nd VDG Chia Lai Soon
Lion William Chua
Lion Jenny Tan
Lion Lui Kwong Hon Joseph

EXECUTIVE COMMITTEE

Lion Alex Lim
Chairman

PDG Anthony Tay PPA BBM
Immediate Past Chairman

Lion Nancy Quek Swee Keow
1st Vice Chairman
Chairperson, Strategic Planning Subcommittee

Lion Yeoh Guan Huah
2nd Vice Chairman
Chairperson, Outreach & Befriending Subcommittee

Lion Tay Jia Ming
Honorary Secretary
Chairperson, Fundraising Subcommittee

Lion Jennifer Ong
Assistant Honorary Secretary
Chairperson, Human Resources Subcommittee

Lion Cliff Goh Geok Lin
Honorary Treasurer
Chairperson, Finance & Investment Subcommittee

Lion Henry Liang Teng Soon
Assistant Honorary Treasurer
Chairperson, Community Engagement & Partnership Subcommittee

DIRECTORS (CO-OPTED)

Lion Teo Cheng Peow
President, Ang Mo Kio (Active Ageing Centre)

Lion William Chua
President, Bendemeer (Active Ageing Centre)

Lion Teo Bee Bee
President, Clementi (Active Ageing Centre)

Lion Brenda Lee
President, Queenstown (Active Ageing Centre)

Lion Jenny Tan
President, Tampines (Active Ageing Centre)

PDG Ho Sum Kwong
Co-Opted Member
Chairperson, Appointments & Nominations Subcommittee; Member, Strategic Planning Subcommittee

Lion Goh Boo Han PBM
Co-Opted Member
Chairperson, Audit & Risk Management Subcommittee

PDG Yip Keng Fook Victor
Co-Opted Member
Chairperson, Constitution & By-laws Subcommittee

Lion Lui Kwong Hon Joseph
Co-Opted Member
Chairperson, Befriending Walk Subcommittee

Lion Steven Tan
Co-Opted Member
Co-Chairperson, Volunteer Management & Training Subcommittee

DIRECTORS (ORDINARY)

Lion Stella Kok
Director
Member, Human Resources Subcommittee

Lion Jeremy Lim
Director
Member, Facilities Management, Sustainability & New Technology Subcommittee

Lion Tony Yap
Director
Member, Outreach & Befriending Subcommittee

Lion Leong Boon Cheng
Director
Member, Community Engagement & Partnership Subcommittee

Lion Amon Lim
Director
Member, Fundraising Subcommittee

Lion Seet Kok Heng
Director
Chairperson, Facilities Management, Sustainability & New Technology Subcommittee

EX-OFFICIO

(as of 31 March 2024)

DG Yeo Siew Yam
District Governor

1st VDG Shirley Lee
1st Vice District Governor

2nd VDG Chia Lai Soon
2nd Vice District Governor

MANAGEMENT COMMITTEES

ANG MO KIO ACTIVE AGEING CENTRE

**Front Row (L-R):**

Lion Jessica Goh
Assistant Honorary Treasurer

Lion Engi Chun Kiah
Honorary Treasurer

Mr Steven Chua
2nd Vice President

Lion Loh Yan Poh
Immediate Past President

Lion Alex Lim
LB Chairman, 2nd Advisor

Lion Teo Cheng Peow
President

Lion Jackson Ong
Honorary Secretary

Lion Marina Hong
Assistant Honorary Secretary

Back Row (L-R):

Lion Shirley Ow
Director

Lion Michael Soh
Alternate Director

Mr Tham Joi Pun
Alternate Director

Lion Lawrence Sew
Director

Lion Lawrence Lim
Director

Lion Benson Soh
Alternate Director

Lion Tan Soh Keng
Alternate Director

Lion Sebena Lim
Director

Lion Carmen Jansen
Director

Not in Photo:

Ms Ng Ling Ling
Chief Advisor

Lion Edward Ma
1st Vice President

Lion Shirley Low
Director

Mrs V Mohan
Director

Lion Richard Teo
Alternate Director

Lion Tomoko Ikari
Alternate Director

Lion Alex Song
Alternate Director

BENDEMEER ACTIVE AGEING CENTRE

**Front Row (L-R):**

Lion Chong Hai Choon
Assistant Honorary Treasurer

Lion Charlie Chua
Honorary Treasurer

Mr Wee Pang Kiat, JP BBM
2nd Vice President

Lion Alex Lim
LB Chairman, 2nd Advisor

Lion William Chua
President

Lion Chris Chan
1st Vice President

Lion Jennifer Chew
Honorary Secretary

Lion Albert Chua
Assistant Honorary Secretary

Back Row (L-R):

Lion Heng Mong Yong
Alternate Director

Mr Ghunasagaran
Director

Lion Fung Ming
Director

PDG Goh Eau Toh Gareth PBM
Director

Lion Randy Lim
Director

Not in Photo:

Mr Heng Chee How
Chief Advisor

Lion Teresa Ng
Alternate Director

Lion Chua Soon Lee
Alternate Director

Lion Bob Lim
Alternate Director

Lion Lisa Ng Lay Gim
Alternate Director

MANAGEMENT COMMITTEES

CLEMENTI ACTIVE AGEING CENTRES

**Front Row (L-R):**

Lion Ho Yu Xian
Honorary Treasurer

Ms Tan Lee Jee, BBM
2nd Vice President

Lion Alex Lim
LB Chairman, 2nd Advisor

Lion Teo Bee Bee
President

Lion Richard Khoo
1st Vice President

Lion James Ko
Honorary Secretary

Lion Lily Tan
Assistant Honorary Secretary

Back Row (L-R):

Lion Vijendran s/o Vijiaratnam
Alternate Director

Lion Wilson Chia
Director

Lion Nancy Lye
Director

Mr Low Kok Suan PBM
Co-Opted

Not in Photo:

Dr Tan Wu Meng
Chief Advisor

Lion Joseph Low
Immediate Past President

Lion Yvonne Yuen
Assistant Honorary Treasurer

Lion Helena Lin
Director

Lion Steffi Caroline
Director

Mr Anthony Yan
Director

Lion Helen Cheong PBM
Alternate Director

Lion Barbara Lim
Alternate Director

Lion Jennie Lee
Alternate Director

Lion Jimmy Ang
Alternate Director

Lion Moral Gan Ah Huat
Alternate Director

Lion Patrick Cher
Alternate Director

Ms Patricia Lau
Co-Opted

QUEENSTOWN ACTIVE AGEING CENTRES

**Front Row (L-R):**

Lion Mak Yew Wing
Assistant Honorary Treasurer

Lion Robin Koh
Honorary Treasurer

Mr Khew Nee Khweh
2nd Vice President

Lion Alex Lim
LB Chairman, 2nd Advisor

Lion Brenda Lee
President

Lion Sally Ang
Immediate Past President

Lion Joseph Lui
Honorary Secretary

Lion Winnie Lee
Assistant Honorary Secretary

Back Row (L-R):

Lion Ang Bee Bee
Director

Ms Celin Ong
Co-Opted

Lion Francis Woo
Director

Ms Anne Lee
Co-Opted

Lion Magdeleine Kwan
Alternate Director

Not in Photo:

Mr Christopher de Souza
Chief Advisor (Ghim Moh AAC)

Mr Eric Chua
Chief Advisor (Mei Ling AAC)

Lion Amy Yu
1st Vice President

Lion Lee Hui Jeng
Alternate Director

Lion Shareen Chen Yibing
Alternate Director

Lion Sylvester Heng
Alternate Director

Ms Ng Pat Jiuen
Co-Opted

MANAGEMENT COMMITTEES

TAMPINES
ACTIVE AGEING CENTRES



Front Row (L-R):

Lion Amber Sim
Assistant Honorary
Treasurer

Lion Roland Lim
Honorary Treasurer

Mr Ang Chin Leng
2nd Vice President

Lion Terence Lim
Immediate Past President

Lion Jenny Tan
President

Lion Alex Lim
LB Chairman, 2nd Advisor

Lion Steven Yeo PBM
1st Vice President

Lion Jonathan Tan
Honorary Secretary

Lion Steven Tan
Assistant Honorary
Secretary

Back Row (L-R):

Ms Fiann Yeow
Director

Lion Bibiana Koh
Director

Lion Elisa Koh
Alternate Director

Lion Elaine Ng
Alternate Director

Lion Bernard Hon
Director

Lion Henry Liang
Alternate Director

Lion Dr Kaung Htet Win
Director

Lion Tomy Ng
Director

Lion Bryan Koh
Director

Not in Photo:

Mr Baey Yam Keng
Chief Advisor

Lion Linda Tan
Director

Lion John Tjoe
Alternate Director

Lion Bellirene Ang
Alternate Director

Lion Raymond Wee
Alternate Director

Lion Johnny Lee
Alternate Director

OUR ORGANISATIONAL
STRUCTURE

(as of 31 March 2024)

145

STAFFING

Number of staff in total by the end of
Financial Year ending 31 March 2024

Management Board

Chairman

Lion Alex Lim

Executive Director

Karen Wee Siew Ling

Active Ageing
Programmes

Director
Emily Ong

10 Active Ageing
Centres
Befriending
Services

Clinical
Services

Director
Benjamin Yeo

CCMS East
CCMS West
Counselling
Home
Personal Care
Senior
Group Home

Projects &
Innovation

Senior Manager
Chu Tiong Yong

Communities of
Care & Safepod
Tech Care &
Innovation

Corporate
Planning &
Development

Director
Justina Teo

Volunteer
Management &
Training Research
Human Resource
Information
Technology

Communications
& Strategic
Engagement

Executive Director
Karen Wee Siew Ling

Corporate Support
& Facilities
Management
Branding &
Communications
Community
Engagement &
Partnerships
Finance



GOVERNANCE EVALUATION CHECKLIST (GEC) TIER 2

(I) ALL IPCS
(II) LARGE NON-IPC CHARITIES
WITH GROSS ANNUAL RECEIPTS OR TOTAL EXPENDITURE (WHICHEVER IS HIGHER) OF \$10 MILLION OR MORE

	Call for Action	Code ID	Response	Explanation
Principle 1: The Charity serves its mission and achieves its objectives.				
1	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	Yes	
2	Develop and implement strategic plans to achieve the stated charitable purposes.	1.2	Yes	
3	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	Yes	
4	Document the plan for building the capacity and capability of the charity and ensure that the board monitors the progress of this plan. "Capacity" refers to a charity's infrastructure and operational resources while capability refers to its expertise, skills and knowledge.	1.4	Yes	
Principle 2: The charity has an effective Board and Management				
5	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	Yes	
6	The Board and Management should be inducted and undergo training, where necessary, and their performance reviewed regularly to ensure their effectiveness.	2.2	Yes	
7	Document the terms of reference for the Board 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	Yes	
8	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	Yes	
9	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 re-appointment, at least once every three years.	2.5	Yes	
10	Develop proper processes for leadership renewal. This includes establishing a term limit for the Treasurer (or equivalent position). For Treasurer (or equivalent position) only: a. 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	Yes	
11	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	Yes	
12	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	Yes	

The term limit for all Board members should be set at 10 consecutive years or less. Re-appointment to the Board can be considered after at least a two-year break.				
For all Board members:				
13	a. Should the Board member leave the Board for less than two years, and when he/she is being re-appointed, the Board member's years of service would continue from the time he/she left the Board. b. Should the charity consider it necessary to retain a particular Board member (with or without office bearers' positions) beyond the maximum term limit of 10 consecutive years, the extension should be deliberated and approved at the general meeting where the Board member is being re-appointed or re-elected to serve for the charity's term of service. (For example, a charity with a two-year term of service would conduct its election once every two years at its general meeting). c. The charity should disclose the reasons for retaining any Board member who has served on the Board for more than 10 consecutive years, as well as its succession plan, in its annual report.	2.9a, 2.9b, 2.9c	Yes	
For Treasurer (or equivalent position) only:				
14	d. A Board member holding the Treasurer position (or equivalent position like a Finance Committee Chairman or key person on the Board responsible for overseeing the finances of the charity) must step down from the Treasurer or equivalent position after a maximum of four consecutive years. i. The Board member may continue to serve in other positions on the Board (except the Assistant Treasurer position or equivalent), not beyond the overall term limit of 10 consecutive years, unless the extension was deliberated and approved at the general meeting – refer to 2.9.b.	2.9d	Yes	
Principle 3: The charity acts responsible, fairly and with integrity.				
15	Conduct appropriate background checks on the members of the Board and Management to ensure they are suited to work at the charity.	3.1	Yes	
16	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	Yes	
17	Ensure that no Board member is involved in setting his/her own remuneration directly or indirectly.	3.3	Yes	
18	Ensure that no staff is involved in setting his/her own remuneration directly or indirectly.	3.3	Yes	
19	Establish a Code of Conduct that reflects the charity's values and ethics and ensure that the Code of Conduct is applied appropriately.	3.4	Yes	
20	Take into consideration the ESG factors when conducting the charity's activities.	3.5	Yes	
Principle 4: The charity is well-managed and plans for the future.				
21	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	Yes	
22	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: i. Revenue and receipting policies and procedures; ii. Procurement and payment policies and procedures; and iii. System for the delegation of authority and limits of approval.	4.1b	Yes	
23	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	Yes	
24	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	Yes	

	Call for Action	Code ID	Response	Explanation
	Set internal policies for the charity on the following areas and regularly review them:			
25	a. Anti-Money Laundering and Countering the Financing of Terrorism (AML/CFT); b. Board strategies, functions, and responsibilities; c. Employment practices; d. Volunteer management; e. Finances; f. Information Technology (IT) including data privacy management and cyber-security; g. Investment (obtain advice from qualified professional advisors if this is deemed necessary by the Board); h. Service or quality standards; and i. Other key areas such as fund-raising and data protection.	4.4	Yes	
26	The charity's audit committee or equivalent should be confident that the charity's operational policies and procedures (including IT processes) are effective in managing the key risks of the charity.	4.5	Yes	
27	The charity should also measure the impact of its activities, review external risk factors and their likelihood of occurrence, and respond to key risks for the sustainability of the charity.	4.6	Yes	
Principle 5: The charity is accountable and transparent.				
28	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	Yes	
29	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	Yes	
30	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	Yes	
31	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	Yes	
32	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	Yes	
33	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	Yes	
34	Implement clear reporting structures so that the Board, Management, and staff can access all relevant information, advice, and resources to conduct their roles effectively. b. 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	Yes	
35	Implement a whistle-blowing policy for any person to raise concerns about possible wrongdoings within the charity and ensure such concerns are independently investigated and follow-up action taken as appropriate.	5.7	Yes	
Principle 6: The charity communicates actively to instil public confidence.				
36	Develop and implement strategies for regular communication with the charity's stakeholders and the public (For example, focus on the charity's branding and overall message, raise awareness of its cause to maintain or increase public support, show appreciation to supporters, and so on).	6.1	Yes	
37	Listen to the views of the charity's stakeholders and the public and respond constructively.	6.2	Yes	
38	Implement a media communication policy to help the Board and Management build positive relationships with the media and the public.	6.3	Yes	



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 2023.*

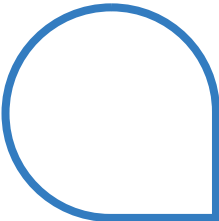


FY'23 (APR'23 - OCT'23)

SN	Designation	Board Member	Date of Appointment	Board Attendance (%)	Remarks
1	Chairman	PDG Tay Khin Sian Anthony PPA BBM	1 Nov 2021	100%	
2	Immediate Past Chairman	IPC Lion Loh Yoon Fatt William	1 Nov 2021	83%	
3	1st Vice Chairman; Chairperson, Strategic Planning Subcommittee	PDG Goh Eau Toh Gareth PBM	1 Nov 2021	67%	
4	2nd Vice Chairman; Chairperson, Programmes & Services Subcommittee	Lion Ong Sing Tuan Ivan	1 Nov 2021	50%	
5	Honorary Secretary	Lion Belinda Yap	1 Nov 2021	83%	
6	Assistant Honorary Secretary	Lion Nancy Quek Swee Keow	1 Nov 2021	100%	
7	Honorary Treasurer; Chairperson, Finance Subcommittee	Lion Goh Boo Han PBM	1 Nov 2021	100%	
8	Assistant Honorary Treasurer; Chairperson, Volunteer Management & Training Subcommittee	Lion Sew Weng Cheong Lawrence	1 Nov 2021	67%	
9	Ex-officio	District Governor Ho Sum Kwong	1 Jul 2021	100%	Stepped down as DG on 30/06/23
10	Ex-officio	1st Vice District Governor Yeo Siew Yam	1 Jul 2021	75%	Appointed as DG on 01/07/23
11	Ex-officio	2nd Vice District Governor Shirley Lee	1 Jul 2022	25%	Appointed as 1DG on 01/07/23
12	Ex-officio	2nd Vice District Governor Chia Lai Soon	1 Jul 2023	67%	Appointed as 2DG on 01/07/23
13	Director; Member, Strategic Planning Subcommittee	Lion Henry Liang Teng Soon	1 Nov 2021	50%	
14	Director; Chairperson, Appointment & Nominations Subcommittee	Lion Amon Lim Hean Tee	1 Nov 2021	25%	
15	Director; Member, Volunteer Management & Training Subcommittee; Member, LB Heritage Corner Subcommittee	Lion Jennifer Ong Lai Kuan	1 Nov 2021	75%	
16	Director; Chairperson, Community Engagement & Partnerships Subcommittee	Lion Tay Jia Ming	1 Nov 2021	100%	
17	Director; Chairperson, Investment Subcommittee; Member, Finance Subcommittee	Lion Yeoh Guan Huah	1 Nov 2021	75%	
18	Director; Chairperson, Human Resources Subcommittee	Lion Serena Yuen Wai Yin	1 Nov 2021	83%	
19	Co-opted member; Member, Constitution & By-laws Subcommittee	PCC Lim Hon Chee PBM	1 Nov 2021	0%	
20	Co-opted member; Member, Volunteer Management & Training Subcommittee; Member, LB Heritage Corner Subcommittee	Lion Chong Bee Leng Wendeline	1 Nov 2021	75%	
21	Co-opted member; Member, Facilities Management Subcommittee; Member, Tender Subcommittee	Lion Heng Mong Yong	1 Nov 2021	75%	
22	Co-opted member; Member, Investment Subcommittee; Member, Human Resources Subcommittee	Lion Jern Lih Fang Jennifer	1 Nov 2021	50%	
23	Co-opt member; Member, Facilities Management Subcommittee; Member, Tender Subcommittee	Lion Leong Boon Cheng	1 Nov 2021	25%	
24	Co-opted member; Chairperson, Audit Subcommittee	Lion Wong Boon Ti Daniel	1 Nov 2021	100%	
25	Co-opted member; Chairperson, Facilities Management Subcommittee; Chairperson, Tender Subcommittee	Lion Seet Kok Heng	1 Nov 2021	50%	
26	Co-opted member; Member, Human Resources Subcommittee	Lion David Tang Thye Ying	1 Nov 2021	75%	
27	Co-opted member; Chairperson, Constitution & By-laws Subcommittee	Lion Ying Wai Lin	1 Nov 2021	25%	
28	Co-opted member; Member, Volunteer Management & Training Subcommittee	Ms Goh Kah Eem Evelyn	1 Nov 2021	25%	
29	President, Ang Mo Kio Active Ageing Centre Member, Investment Subcommittee	Lion Loh Yan Poh	1 Nov 2021	25%	
30	President, Bendemeer Active Ageing Centre	Lion Ng Ngiap Khiang Francis PBM	1 Nov 2021	0%	Absent due to illness
31	President, Clementi/Bukit Timah Senior Cluster Network	Lion Joseph Low	1 Nov 2021	17%	
32	President, Queenstown Senior Cluster Network	Lion Sally Ang	1 Nov 2021	100%	
33	President, Tampines/Changi Senior Cluster Network	Lion Terence Lim	1 Nov 2021	50%	
34	President, Befriending Services	Lion Melvin Liu	1 Nov 2021	50%	

FY 23-24 (NOV'23 - MAR'24)

SN	Designation	Board Member	Date of Appointment	Board Attendance (%)	Remarks
1	Chairman	Lion Alex Lim	1 Nov 2023	100%	
2	Immediate Past Chairman	PDG Anthony Tay PPA BBM	1 Nov 2023	60%	
3	1st Vice Chairman; Chairperson, Strategic Planning Subcommittee	Lion Nancy Quek Swee Keow	1 Nov 2023	100%	
4	2nd Vice Chairman; Chairperson, Outreach & Befriending Subcommittee	Lion Yeoh Guan Huah	1 Nov 2023	100%	
5	Honorary Secretary; Chairperson, Fundraising Subcommittee	Lion Tay Jia Ming	1 Nov 2023	60%	
6	Assistant Honorary Secretary; Chairperson, Human Resources Subcommittee	Lion Jennifer Ong	1 Nov 2023	60%	
7	Honorary Treasurer; Chairperson, Finance & Investment Subcommittee	Lion Cliff Goh Geok Lin	1 Nov 2023	80%	
8	Assistant Honorary Treasurer; Chairperson, Community Engagement & Partnership Subcommittee	Lion Henry Liang Teng Soon	1 Nov 2023	60%	
9	Ex-officio	District Governor Yeo Siew Yam	1 Jul 2023	67%	Appointed as DG on 01/07/23
10	Ex-officio	1st Vice District Governor Shirley Lee	1 Jul 2023	33%	Appointed as 1DG on 01/07/23
11	Ex-officio	2nd Vice District Governor Chia Lai Soon	1 Jul 2023	33%	Appointed as 2DG on 01/07/23
12	Director; Member, Human Resources Subcommittee	Lion Stella Kok	1 Nov 2023	100%	
13	Director; Member, Facilities Management, Sustainability & New Technology Subcommittee	Lion Jeremy Lim	1 Nov 2023	67%	
14	Director; Member, Outreach & Befriending Subcommittee	Lion Tony Yap	1 Nov 2023	67%	
15	Director; Member, Community Engagement & Partnership Subcommittee	Lion Leong Boon Cheng	1 Nov 2023	33%	
16	Director; Member, Fundraising Subcommittee	Lion Amon Lim	1 Nov 2023	33%	
17	Director; Chairperson, Facilities Management, Sustainability & New Technology Subcommittee	Lion Seet Kok Heng	1 Nov 2023	100%	
18	Chairperson, Appointments & Nominations Subcommittee; Member, Strategic Planning Subcommittee	PDG Ho Sum Kwong	1 Nov 2023	100%	
19	President, Ang Mo Kio AAC	Lion Teo Cheng Peow	1 Nov 2023	100%	
20	President, Bendemeer AAC	Lion William Chua	1 Nov 2023	67%	
21	President, Clementi AAC	Lion Teo Bee Bee	1 Nov 2023	67%	
22	President, Queenstown AAC	Lion Brenda Lee	1 Nov 2023	67%	
23	President, Tampines AAC	Lion Jenny Tan	1 Nov 2023	67%	
24	Chairperson, Audit & Risk Management Subcommittee	Lion Goh Boo Han PBM	1 Nov 2023	67%	
25	Chairperson, Constitution & By-Laws Subcommittee	PDG Yip Keng Fook Victor	1 Nov 2023	100%	
26	Chairperson, Volunteer Management & Training Subcommittee	Lion Belinda Yap	1 Nov 2023	100%	Stepped down as co-opted member on Dec 2023
27	Co-Chairperson, Volunteer Management & Training Subcommittee	Lion Steven Tan	1 Nov 2023	100%	
28	Chairperson, Befriending Walk Subcommittee	Lion Lui Kwong Hon Joseph	1 Nov 2023	67%	



SOURCES OF INCOME

\$7,559,582
Government Subvention - MOH & MSF

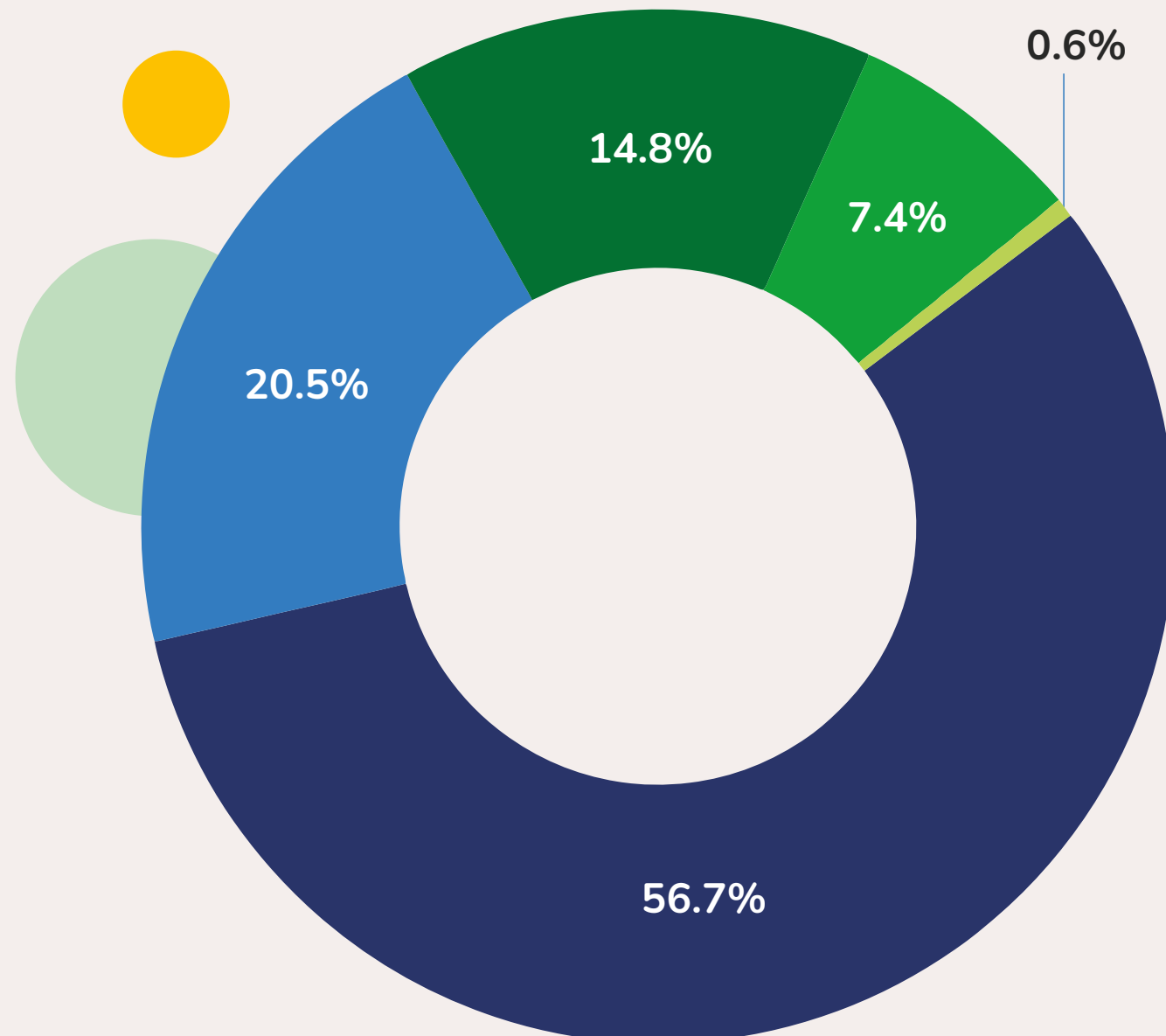
\$2,735,429
Other Grants

\$1,971,873
Donations & Fundraising

\$990,487
Other Income

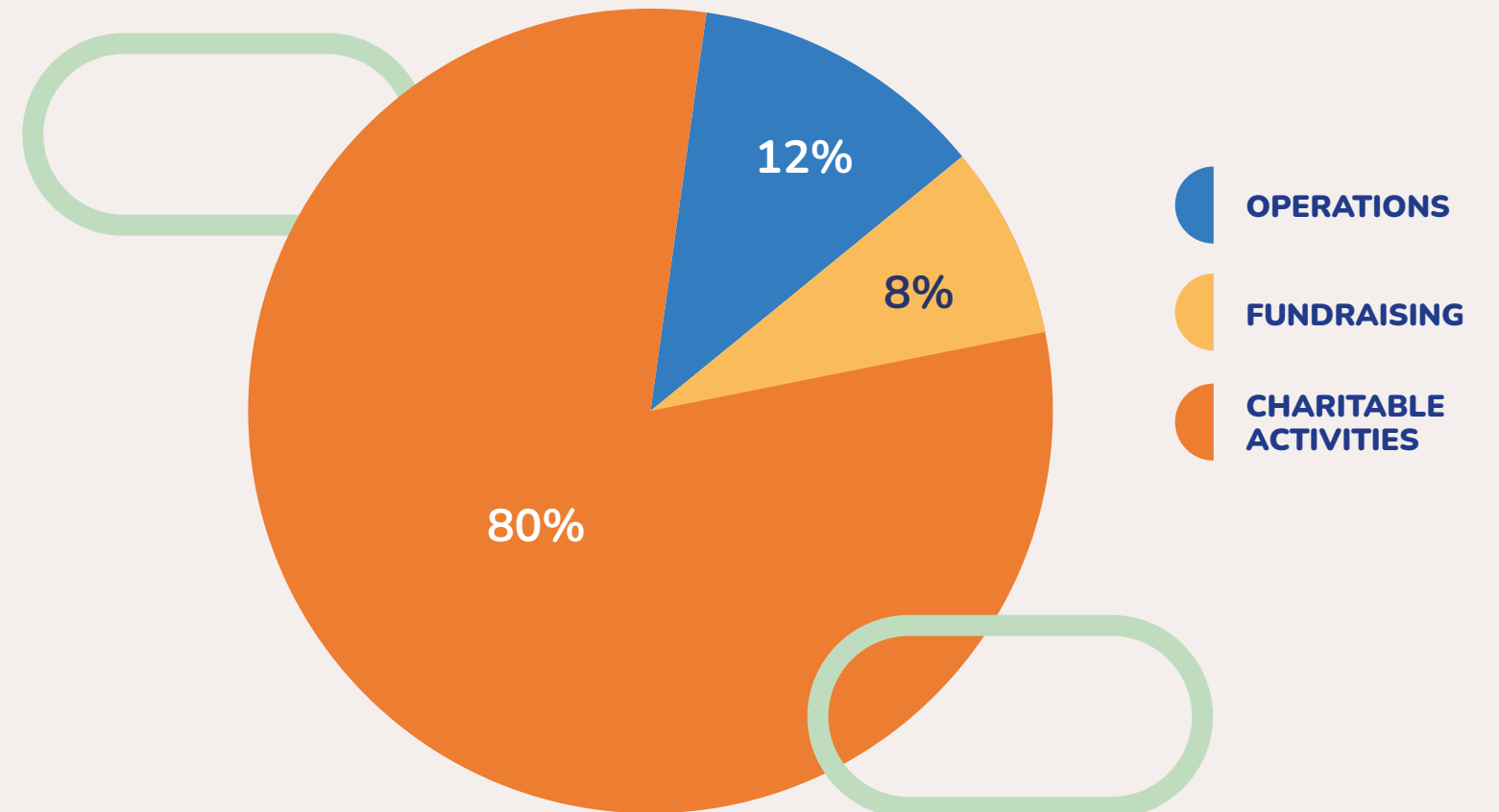
\$78,559
Activities Income

\$ 13,335,930
Total Income FY2023 / 2024



BREAKDOWN OF CHARITY DOLLAR

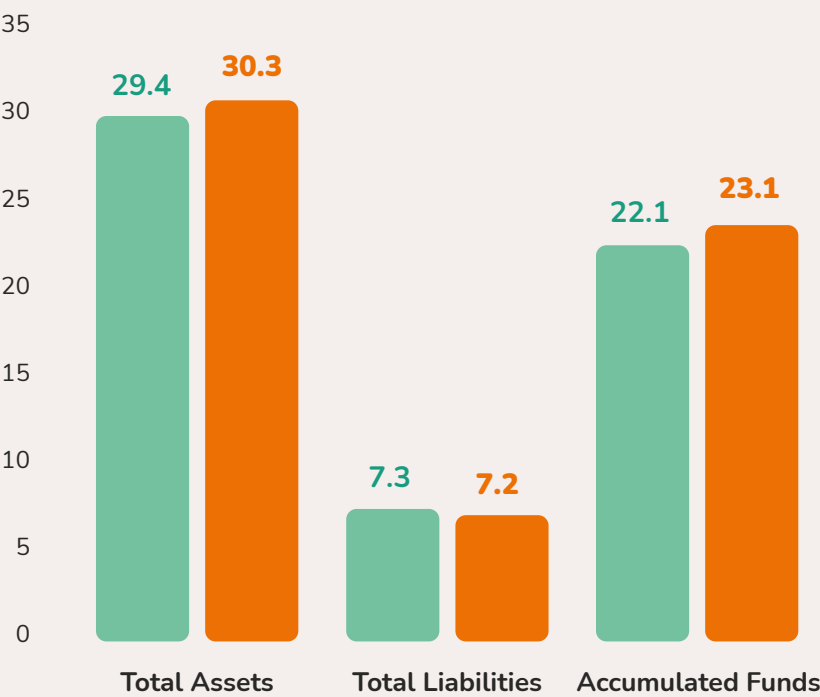
In addition to government subvention and grants, LB relies on donations and funds raised as a major source of income. Out of every dollar LB spent in FY2023/2024, about 80 cents went directly to fund the programmes and activities that benefit our seniors.



FY 22/23

FY 23/24

BALANCE SHEET (\$M)



INCOME & EXPENDITURE (\$M)









Please scan the QR code to view the detailed Financial Statements (FY2023/2024).





LIONS BEFRIENDERS SERVICE ASSOCIATION (SINGAPORE)

Blk 130 Bukit Merah View, #01-358, Singapore 150130
Tel: 1800 375 8600 Fax: 6273 1500

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-  contact@lb.org.sg
-  [@lionsbefrienders](https://www.facebook.com/lionsbefrienders)
-  [@lionsbefrienders](https://www.instagram.com/lionsbefrienders)
-  [@lionsbefrienders](https://twitter.com/lionsbefrienders)
-  www.linkedin.com/company/lions-befrienders-singapore

Active Ageing Centres (AAC)

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 344

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

LB AAC @ Clementi 366

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

LB AAC @ Clementi 420A

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

LB AAC @ Ghim Moh 18

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

LB AAC @ Mei Ling 150

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

LB AAC @ Tampines 434

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

LB AAC @ Tampines 494E

Blk 494E Tampines Street 43
#01-544, S(525494)

LB AAC @ Tampines 499C

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

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 @ Changi / Tampines

Blk 499C Tampines Avenue 9
S(523499)

Home Personal Care (HPC)

LB HPC @ Queenstown

Blk 151 Mei Ling Street
#01-01, S(140151)

LB HPC @ Changi / Tampines

Blk 494E Tampines Street 43
#01 – 544, S(525494)

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)

Gym Tonic

Gym Tonic at LB AAC @ Mei Ling 150

Blk 150 Mei Ling Street,
#01-59, S(141150)

A programme of
District 309 Singapore

A member of:

Supported by:

