

# YOUTH GUIDANCE OUTREACH SERVICES




## ANNUAL REPORT


AY 20/21




# Our Locations


## Ang Mo Kio Centre

 125 Ang Mo Kio Ave 6 #01-4077 S560125


 +65 64516519


## Geylang Centre

 10 Lorong 27A Geylang #03-01 Emmanuel House Singapore


 388107 +65 67451490


## Woodlands Centre

 804 Woodlands Street 81 #01-37 S730804

 +65 63688392

## Community Rehabilitation Centre

 343 Jamaica Rd S757759

 +65 64819883

 [www.ygos.sg](http://www.ygos.sg)

 @ygos.sg

 @ygos\_sg

 [admin@ygos.org.sg](mailto:admin@ygos.org.sg)

## Youth Guidance Outreach Services is a Member of NCSS

Charity Registration Number: 1254

ROS Number: 272/95REL

IPC Number: IPC000225

UEN: S96SS0067H

# Content

**1** Our Location, Content

**2** About Us

**3** Chairman's Message

**4** Executive Director's Message

**5** Organisational Structure

**6** Theory of Change Model

**8** What We Do

**20** Special Events and Highlights

**25** Celebrating Our Volunteers

**28** Board of YGOS

**30** Policies and Guidelines

**31** Donation Page

# ABOUT US



Youth Guidance Outreach Services (YGOS) is a non-profit, charitable organisation that serves youths in the community for the last 26 years, making sure that every youth who comes through our doors receives the care and support that they greatly deserve.

As a Christian-value based youth services organisation (YSO), we seek to reach out and help these young people integrate well with the mainstream society and to adopt a lifestyle that makes a positive contribution to their schools and community.

Established in 1996, YGOS is registered as an independent entity with its own constitution, together with the Registry of Societies. We are an Institution of a Public Character (IPC) and a member with the National Council of Social Service (NCSS).

## Mission

At YGOS, our mission is to provide hope to youths-at-risk and their families through caring relationships and developmental opportunities for the whole person.

## Vision

Developing People – People are more important than programmes.

Diversifying Partnership – Interdependence is a win-win formula.

Distinctive Purpose – The key is to keep the main thing the main thing.

# CHAIRMAN'S MESSAGE

*Timothy Hia*  
*Chairman*



As Singapore completes a second year in the COVID era, the buzzwords we hear around us have changed. “COVID-zero” is out while “endemic” life is in; “SHN notices” have given way to “home based recovery”. Does anyone even remember the significance of “HBL” and “Dorscon”?

Unfortunately, the “new normal” (to use the most tired buzzword of all) is too often disturbingly new, and anything but normal. We may have learned to constantly adjust our expectations, movements and lifestyles, but that does not mean we have gotten used to the toll that those adjustments take. Many of our youth in particular have experienced a real loss in the quality and quantity of their relationships. My teenage children often tell me how much they miss the informal friendships that grew out of being able to freely interact with their friend groups at school and church, and how isolated they have sometimes felt as a result.

Forming, building and deepening these types of relationships is exactly what Youth Guidance Outreach Services has focused on throughout its history, and we thank God for giving us new opportunities to do this even in the midst of the ever-changing landscape of circuit breakers, social distancing restrictions, heightened alerts and everything in between. Online activities, events and coaching sessions have become a standard feature of our engagement strategy, even as we continue to seek out ways to maintain face to face contact with our youths. We have also reoriented many of our programmes towards addressing issues of mental health and mentoring – two key themes that have emerged during this difficult season.

All of this has demanded constant flexibility from our leadership team, staff, volunteers and partners. I would like to thank them, as well as our generous supporters, for helping YGOS maintain its focus on helping youth and youth at risk in the communities that we serve. Above all, we look to God, our rock and anchor in these uncertain times, and trust Him to provide and sustain us in the year ahead.

# EXECUTIVE DIRECTOR'S MESSAGE

*Wilson Tan*

*Executive Director*



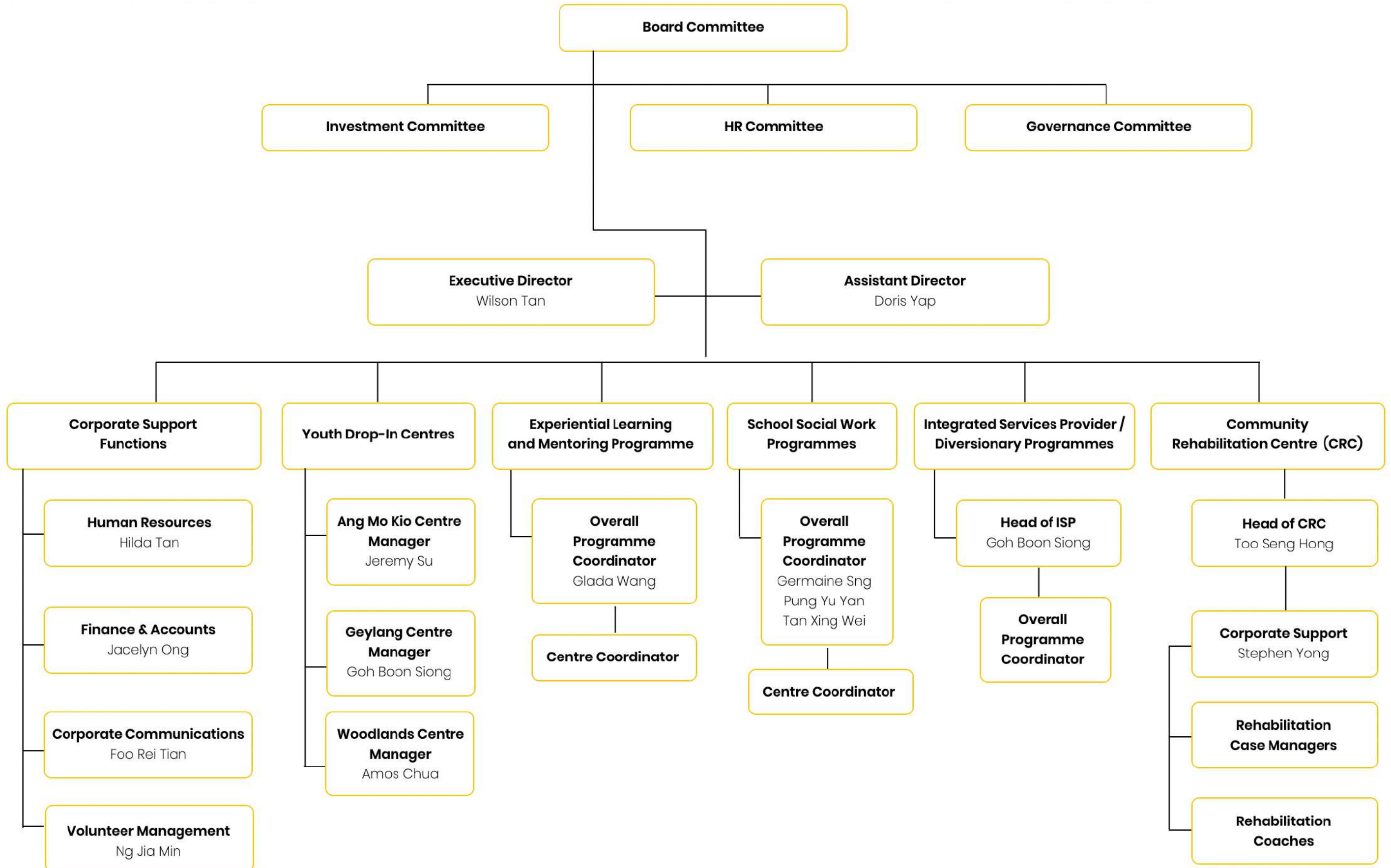
The year 2020-2021 has been extraordinary times, we are living in and the whole world has been impacted by the Covid-19 pandemic. It has changed every aspect of life. Who would have thought that our year would be this way, that we wouldn't be able to travel or, most importantly for a short period, wouldn't even be able to see our extended families. So, what it has really taught me is how precious life is; how quickly things can be taken away, so to appreciate all that you can. I would like to share with you some lessons learnt.

- a) Be mindful of our word - we will not be able to take back the word after it's said
- b) Seize the opportunity - we will not be able to have the opportunity after it's missed.
- c) Be a good steward of our time - we will not be able to turn back time after it's gone. COVID-19 has reshaped our management of time and resources.
- d) Trustworthiness and loyalty as a virtue - it will be difficult to gain trust back after it's lost.

In YGOS, we aspire to inspire in children, youths and their families the importance of fulfilling their potential and be successful in their school, family life and community. Each Board member, staff, volunteer is challenged to use their God-given resources to impact the youths on a regular basis. We hope to meet both their basis and spiritual needs.

Due to the current COVID-19 situation, we are not sure how it will affect us in the years ahead. Hence, we will continue to seek your continuous support. We are indeed thrilled to have your support, and through your efforts, we have been able to accomplish our goals. You truly make the difference for us, and we are extremely grateful!

# ORGANISATIONAL STRUCTURE

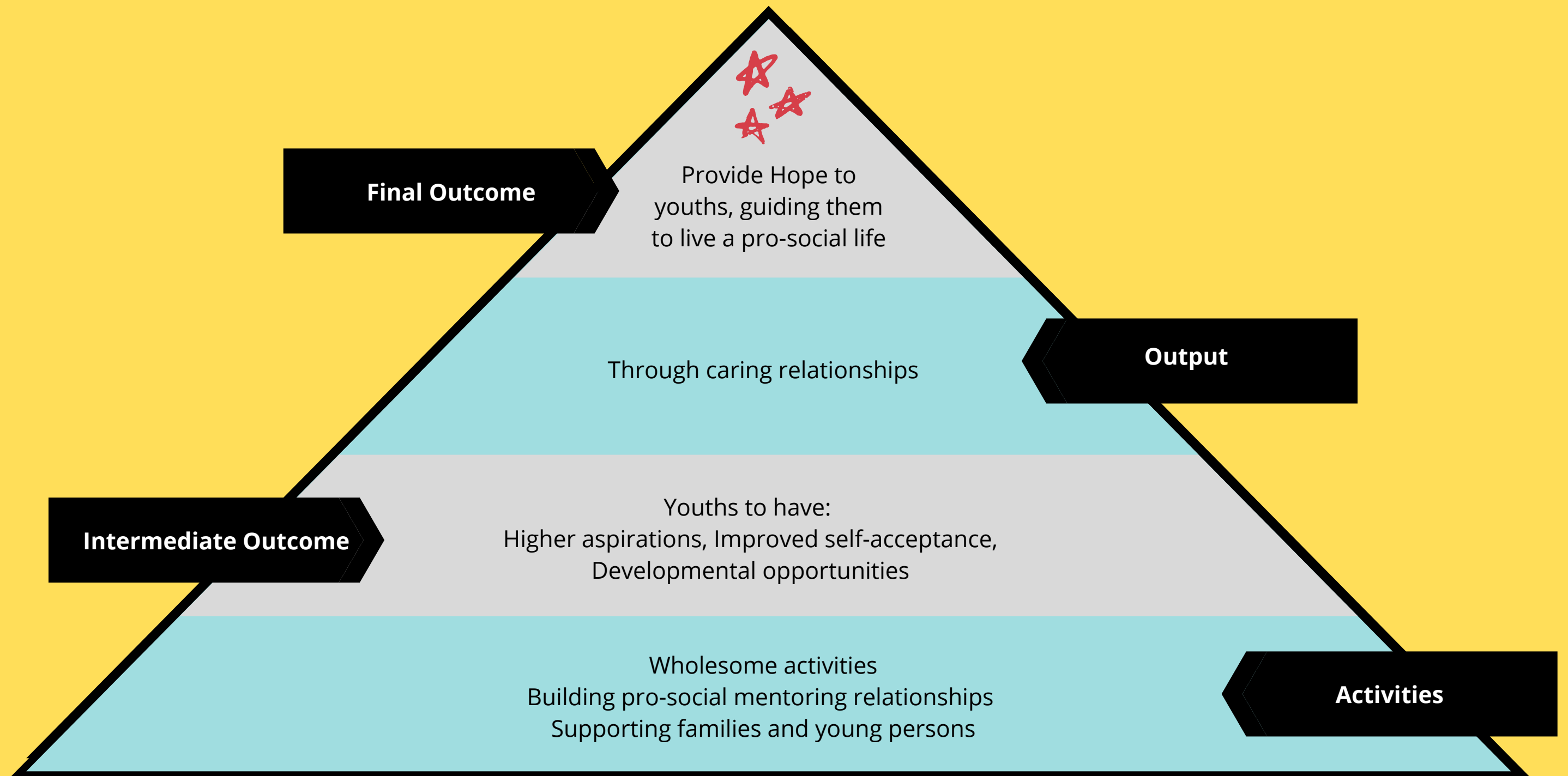


# THEORY OF CHANGE

At Youth Guidance Outreach Services, we build our work on the Theory of Change (TOC), which forms the foundation for the development of an impact measurement framework to assess our services' influence. YGOS is committed to achieving the best possible outcomes for those we aim to serve, and the TOC model allows us to ensure that our understanding of the world is backed up by what happens in reality.



# THEORY OF CHANGE





# WHAT WE DO

Our programmes are based on 3 fundamentals: Youth-centric, theory-based and fun!

Our Social Work professionals aim to support every youth to reach their potential through timely preventive, early intervention and remedial programmes, which are led by research, theories, experience and professional excellence. Below are the 4 domains of work we do.



## Preventive

Programmes that seek to be a platform for positive engagement with youths, directing them towards healthy psychosocial activities and away from crime.



## Developmental

Aims to accelerate youth's developmental processes through building their competencies, skills and abilities such that they can grow and flourish throughout life.



## Remedial

Targeted at referred individuals who need guidance in the strengthening of their internal resources to overcome adversity, see improvement in decision or coping skills.



## Rehabilitative

Our work at the Community Rehabilitative Centre to facilitates community reintegration of underage drug offenders through holistic engagement that restores lives, reducing the risk of internal or external stressors.

# PREVENTIVE WORK

Programmes that seek to be a platform for positive engagement with youths, directing them towards healthy psychosocial activities and away from crime.

**357**  
*youths*

## Youth Drop-In Centres (Ang Mo Kio & Woodlands)

Our drop-in centres aim to prevent youth from falling into negative influences which may arise from aimless loitering and idleness after schools hours. We provide an open door for youth who need support and a supportive community that can help them to succeed and achieve positive life outcomes at home, at school and with their peers. The **Experiential Learning and Mentoring Programme (ELMP)** is a weekly drop-in programme conducted at our Woodlands and Ang Mo Kio Centres catered to youths from the neighbourhood.

## Here's Someone E-chat Service

Our E-chat service, also known as Here's Someone, is a real-time chat service for youths, aged between 10 - 21 years old, to share their struggles and problems with an anonymous identity to protect their privacy.

The platform targets troubled or lonely youths who have retreated from social connections and participation in school. They are also youths who prefer self-isolation than social connection. Presently, one of the many avenues of engagement for isolated youths are hotline services. However, we understand that youths may face some inertia and barriers in using these resources, and prefer other familiar methods of communication such as a text-based platform, hence the appeal of HereSomeone.

**215**  
*youths*



# HIGHLIGHTS

## Open House at Ang Mo Kio, Woodlands & Geylang Drop-in Centre!

**52**  
no. of youths impacted

During the March Holidays, our drop-in centres hosted more than **52** youths over 1 week of exciting activities!

Aimed at allowing youths to familiarise themselves with facilities at our drop-in centres, youths got to choose between activities that they were interested in, with staff in-charged giving personal coaching where required. Some got the chance to learn a new sport like Spikeball, a new instrument and even the latest trending dance choreography!

At the Geylang Centre, youths got to attend a movie screening in a cozy, fairy-light lit setting specially created by our staff. What a week!

**Besides getting to hang out with my mentor, I also got to make new friends!**

**This is better than staying home alone and doing nothing or playing Mobile Legends myself.**

- Sylvester, 14 (name changed for privacy)



### HOLIDAY SPECIALS:

#### 1) GATHERING OF THE LEGENDS!

In June, our drop-in services were converted to online sessions every Tuesday and Friday afternoon. Despite the move to an online platform, our youths eagerly joined in the fun!

35 youths participated in the Mobile Legends competition organised by the Experiential Learning and Mentoring team. Wendall, a Rehab Coach at the CRC and also a professional gamer, gave a special talk during the session. Besides giving tips on professional gaming, he also shared how gaming had helped him grow as a person as well as the community spirit behind gaming.

#### 2) SUPER MARIO RUN

A total of 12 youths attended our Super Mario Run! event that sought to encourage youths to think about the consequences of choices made, whether in-game or in real life. Conducted over Zoom, youths were given a mission and clues at different levels of the game which included puzzles and quests to complete.

**47**  
no. of youths impacted



# HIGHLIGHTS

For the whole year, Hilary\* had been failing all her subjects. The fearful possibility of retaining in the same grade loomed ahead. Hilary just wanted to give up — she hated school anyway, often skipping classes by calling in sick.

One night, Hilary tearfully confided in her mentor, Deborah, who was also a Counselor at Youth Guidance Outreach Services (YGOS). She shared that all year she had been failing at her subjects in school, and was fearful of retaining. It also turned out that she had not submitted her social study assignment which was due the next morning! Sensing the desperation in Hilary’s voice, Deborah decided to stay up during the night to help Hilary understand the assignment better.

And thus, a sleepless Hilary worked overnight on her assignment, with Deborah’s constant encouragement and support through WhatsApp. By the next morning, although Hilary managed to submit her assignment just on time, she still worried if she could even pass the subject.

Knowing that her mentee was anxious, an exhausted Deborah decided to send Hilary a text message to encourage her. As Deborah was a Christian herself, her text message contained a prayer for Hilary to pass that particular assignment and to be motivated to keep working hard for her studies. Simple as it was, they could only wait till Hilary’s teacher had finished assessing her work to know the results from burning the midnight oil.

“Deborah! Deborah! Look what my teacher sent!”

30 minutes later, Hilary texted Deborah excitedly, saying that she had great news to share.

For the first time, Hilary had received a distinction for her assignment! Who would have thought that someone who had always failed her studies could get a distinction?

“From failing (and never passing), to a distinction! I was elated to be able to witness such a phenomenal transition in my mentee! What’s more, Hilary now intends to keep working hard for her studies!”, shared Deborah, who counted herself blessed for being able to see Hilary make such a great leap in her studies and attitude towards her schooling.

**Hilary, 15 (name changed for privacy)**  
**Current Mentee of Deborah Tao, Staff at YGOS**

Guest Editor: Cassandra Teo (Volunteer)

Read more stories  
at our website!



[www.ygos.sg](http://www.ygos.sg)



*Hilary (left) with Deborah (right).*



# DEVELOPMENTAL WORK

Aims to accelerate youth's developmental processes through building their competencies, skills and abilities such that they can grow and flourish throughout life.

## School Social Work

Our work with youth extends to schools in the surrounding neighbourhoods where our Youth Workers run school-based programmes. These programmes are conducted in the school setting to create learning opportunities that inspire self-discovery.

We aim to

- equip students with positive social and emotional life skills
- develop their confidence and character
- foster stronger connections back to their school community so as to maximise their potential.

Through a range of activities which include class-based games, arts and craft, sports and more, students are motivated to become better and more confident versions of themselves.

To ensure that these students receive the continued support of their mentors and appropriate aftercare, we encourage students to join us at our drop-in centres under the ELMP programme. 316

17



no. of schools

627



no. of students

4



no. of types of programmes run in total



# HIGHLIGHTS



*"Helping one person may not change the world, but it could change the world for one person!"*

04 03 2021

# REMEDIAL WORK

Targeted at referred individuals who need guidance in the strengthening of their internal resources to overcome adversity, see improvement in decision or coping skills.

## Integrated Service Provider

Youth Guidance Outreach Services was appointed by the Ministry of Social and Family Development (MSF) to run Integrated Service Provider (ISP) programmes since 2018. This is the third year that YGOS has been serving as an ISP for the Bedok, Marine Parade and Geylang Serai regions of Singapore.

For youths who have completed these programmes, we provide post-care services where caseworkers conduct periodic check-ins to encourage sustainable positive change.

Programmes under ISP:

1. Guidance Programme (GP) / Positive Adolescent Sexuality Treatment (GP P.A.S.T)
2. Enhanced STEP-UP Programme (ESU)
3. Streetwise Programme (SWP) / Enhanced Streetwise Programmes (ESWP)
4. Triage System

**3** number of years that YGOS has been an ISP



**341** number of cases taken on by ISP staff



# HIGHLIGHTS

5  
youths

## Streetwise Programme (SWP) / Enhanced Streetwise Programmes (ESWP)

- ? A 6-month preventive and rehabilitative programme for youths who associate with gangs or play a minor role in gang-related offences
- 🗨️ Group work, individual and family counselling, monitoring

## Guidance Programme (GP) / Positive Adolescent Sexuality Treatment (GP P.A.S.T)

- ? A 6-month pre-Court diversionary programme for first-time juvenile offenders who have committed minor offence(s)
- 🗨️ Group work, individual and family counselling

63  
youths

70  
youths

## Triage System

- ? An assessment interview by social workers that complements police investigations to identify and divert suitable young persons from the criminal justice system
- 🗨️ Provide referrals to community resources (counselling, after-school activities, financial assistance)

## Enhanced STEP-UP Programme (ESU)

- ? A 12-month programme for students at risk of dropping out of school, as well as out-of-school youths
- 🗨️ Family intervention, career guidance, life skills training, referrals for financial assistance

25  
youths



# HIGHLIGHTS

8  
parents

## Positive Parenting Programme - Supported by MSF

The Positive Parenting Programme (Triple P) is 5-10 week, evidence-based programme that equips parents of clients with techniques to promote their children's (aged up to 16 years) psychological, social and emotional competence. Triple P is built on a tiered system of five levels of intervention that differs depending on the type, intensity and frequency of parental support required.

- ? 5-10 week programme for parents of YGOS clients
- ★ Prevention-oriented evidence-based programmes to provide targeted support for parents, especially those with children in the transition years (up to 16 years old)
- 💬 Workshop style learning and group discussions were conducted over Zoom this year due to social distancing guidelines. Guest speakers were also invited to impart their expertise in youth and children management.

4  
workshops

YGOS Parenting Talk

## SETTING BOUNDARIES WITH TEENAGERS

7 Nov 2020  
11am - 12.30pm

Interested to explore more on positive parenting styles? Join us in this session to learn some useful parenting tools that will help!

Zoom Link:  
<http://bit.ly/ParentsGetTogether>

Organised by:

Click on link!



Cheryl Ong  
Speaker with  
Focus On the Family since 2010



# HIGHLIGHTS



## After-care Activities

After-care activities can involve yummy food too! Our caseworkers reached out to a client to take part in their pineapple making activity for Chinese New Year this year. Along with a happy tummy, we hope that the client went home with a happy mind too, knowing that people around her care for her and desire to journey with her, through both fun and tough times.

During the March holidays, the Geylang ISP staff took the time and effort to turn our recreational room into a Glow-In-The-Dark movie screening room for clients.

With most clients coming from lower income families, we are glad to provide them with a safe and free space to watch their favourite movies!



**“That was where the caseworkers like WP, SH and JC guided me whenever I got into trouble, giving me the advice I needed in my life.”**

In Ken’s school where bullying was common, he often got involved in fights to protect himself or his friends. For the same reason he joined a gang while still in secondary school and got involved in more fighting spates that resulted in him getting caught by the police and placed in a diversionary program under YGOS.

Through the time in sessions with case workers as well as time in the YGOS community, Ken grew to see how he could use his passions and strengths to help others.

Today, Ken is a Boxing and Fitness trainer. He enjoys helping people reach their fitness goals and learn how to defend themselves. Furthermore, he comes back to YGOS to share his past experiences with troubled youth, inspiring them towards change!

**Ken, 23 (name changed for privacy)**  
Former Youth Client, now Boxing and Fitness Trainer



# REHABILITATIVE WORK

Our work at the Community Rehabilitative Centre to facilitates community reintegration of underage drug offenders through holistic engagement that restores lives, reducing the risk of internal or external stressors.

## Community Rehabilitation Centre

In May 2020, the Singapore Prison Service (SPS) appointed YGOS as the new Managing Agent of the Community Rehabilitation Centre (CRC).

The CRC is a step-down centre from the Drug Rehabilitation Centre, dedicated to helping young male drug offenders. It seeks to provide a structured living environment for the 50 residential youths aged 16 to below 21, helping them kick their addictive habits while carrying on with school or work outside.

### CRC Philosophy

- 1 Holistic Approach: Individual, Family, Culture, Community
- 2 Throughcare Approach: In-Care, Post-Care and Beyond
- 3 Mentoring Relationship: Passing Experience and Knowledge to achieve positive outcome



# HIGHLIGHTS

## Special visit from the Minister of State for Home Affairs and National Development Assoc Prof Muhammad Faishal Ibrahim

YGOS had the privilege of hosting the Minister of State for Home Affairs and National Development Assoc Prof Muhammad Faishal Ibrahim at the Community Rehabilitation Centre (CRC) on 29th October 2020, Thursday, where he met and spoke with some of the youths undergoing rehab work.

As a society, let's remain committed to breaking the cycle of drug abuse and supporting the youths' road to recovery.

#StrongerTogether #SGUnited #endingdrugabuse



44  
residents

? 6 month residential rehabilitation & 6 month home tagging for youth drug offenders; total 12 months

★ Residential programme with structured living & learning arrangements

Rehabilitative work through casework, counselling and mentoring sessions



# SPECIAL EVENTS & HIGHLIGHTS

**1** Thanks to our Donors, **Project #SeasonWithAReason** was a **SUCCESS!**

**PROJECT #SeasonWithAReason**

LOVE, the gift that keeps on giving!

Support us in **BLESSING** our youths and their families with care packages in the coming festive season!

\*All donations are eligible for 250% tax deduction\*

Youth Guidance Outreach Services 青年引导

Thanks to our Donors' support, YGOS managed to raise a total of **\$7300!**

With the support, we were enabled to prepare essential Care Packages for **51** of our low-income beneficiaries who attend our programmes at the Woodlands, Ang Mo Kio and Geylang Centre, as well as the residential youths & their families from the Community Rehabilitative Centre!

**START**  
HERE



**Step 1: Count the number of each item!**



**Step 2: Sort & pack items into each bag**

Our staff rallied youths to join in the spirit of caring for the community by packing the care packages! We hope that the packages provided some relief for families who were significantly affected by the COVID-19 pandemic.

\*\*The event was done with safe management measures in place.



**Step 3: Ensure that large items don't drop out**



**Step 4: Out to deliver to the families!**



**51 families blessed!**

**The reason is to B.L.E.S.S.!**

# SPECIAL EVENTS & HIGHLIGHTS

## 2 Celebrating the Inaugural Youth Work Day on 7th May 2021



On 7 May, Friday, the **#YouthWork** sector came together virtually to celebrate the **Inaugural Youth Work Day 2021**, a day where we acknowledge the good work and contributions by the Youth Workers!

Organised by the **Social Service SkillsFuture Tripartite Taskforce (STT) Youth Work Sub-Team**, its partners **Youth Work Association (Singapore) & MSF Singapore** and graced by our **Guest-of-Honour Parliament Secretary Eric Chua**, it is a significant professional step forward that our Youth Workers are recognised and supported for their integral role in the lives of the youths in Singapore.

During the event, Mr Eric Chua launched the **Youth Work Supervision Scheme**, where youth workers who are unable to find seasoned practitioners for supervision at their own organisations can engage a supervisor from an approved registry maintained by the Youth Work Association Singapore (YWAS).

**#YGOS** is proud to be part of the **Working Committee**, chaired by our **Executive Director, Mr Wilson Tan**, to bring this inaugural event live virtually!

**#mentoring #youths #youthwork #singapore #inspire**



# SPECIAL EVENTS & HIGHLIGHTS

## 3 Virtual Networking & Dialogue Session

On 4 November 2020, YGOS staff coordinated a community-wide networking and learning event online which gathered more than 38 professionals from schools, community partners and government ministries across the nation.

Topics of learning included mental health sharing, e-sports career introductions by SCOGA, sharing of community trends by local agencies like CareCorner and the Singapore Police Force, as well as an overview of local youth issues presented by representatives from the Ministry of Social and Family Development. YGOS staff also gave a sharing of our services and best practices from our work on the ground.

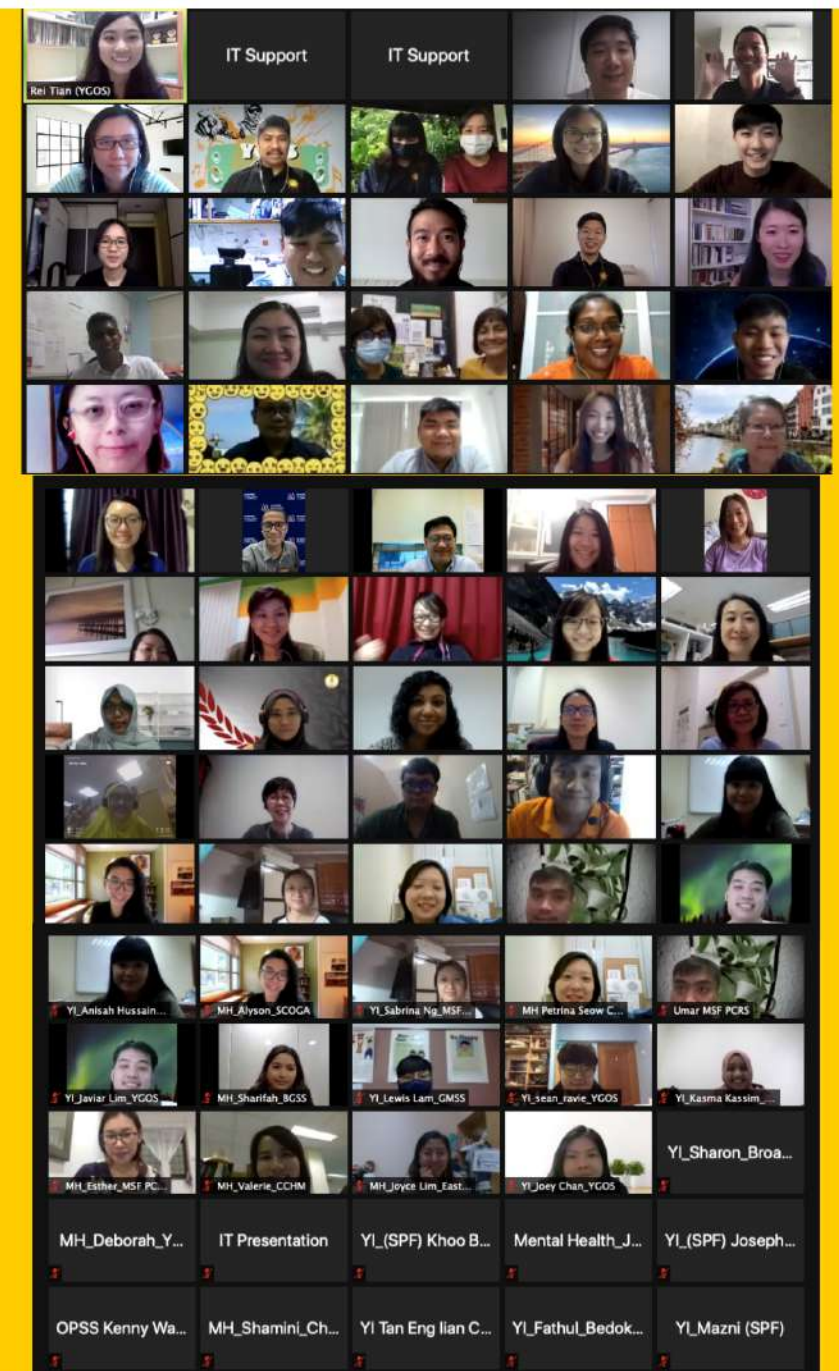
**3** 3rd year running this annual event

**5** participating community partners

**62** attendees, including teachers, social workers, and working professionals



## YGOS VIRTUAL NETWORKING AND DIALOGUE SESSION 2020



**THANK YOU FOR YOUR PARTICIPATION,  
AND YOUR PARTNERSHIP!**

YOUTH GUIDANCE OUTREACH SERVICES

# SPECIAL EVENTS & HIGHLIGHTS

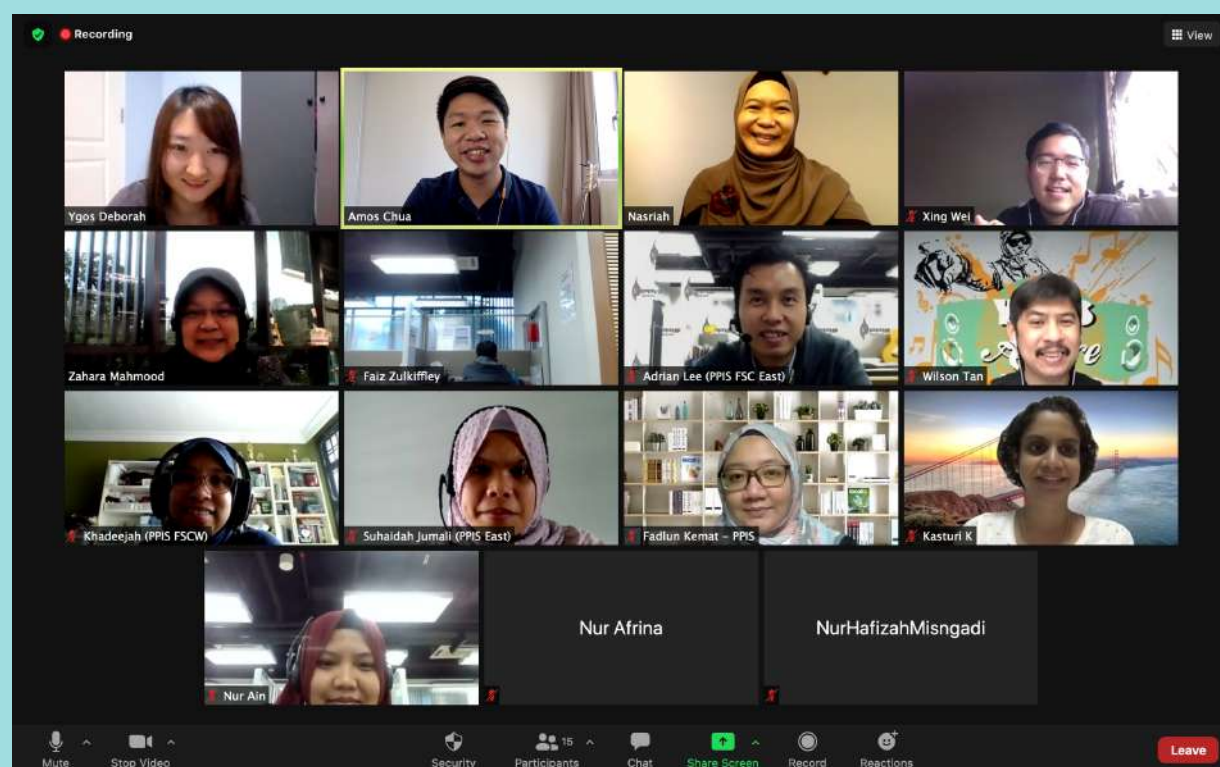


## 4

### Collaboration with Persatuan Pemudi Islam Singapura

YGOS and Persatuan Pemudi Islam Singapura (PPIS) organised an inter-agency sharing and learning session held over 2 days in November 2020. Due to the different nature of work done by both agencies, facilitators were invited to share from their expertise and knowledge in the fields of youth work and intercultural social work.

Conducted over Zoom, staff from YGOS got to impart their best practices when working with troubled youth drawing from their experience of school social work, casework and drop-in sessions. Similarly, PPIS' training objectives included managing cultural expectations between the caseworker and client who may come from different cultural or religious backgrounds. Trends that contributed to these factors, such as permissive parenting, underage sex or young marriages were also taken into account during the Q&A segment.



35

number of participants from both agencies who attended

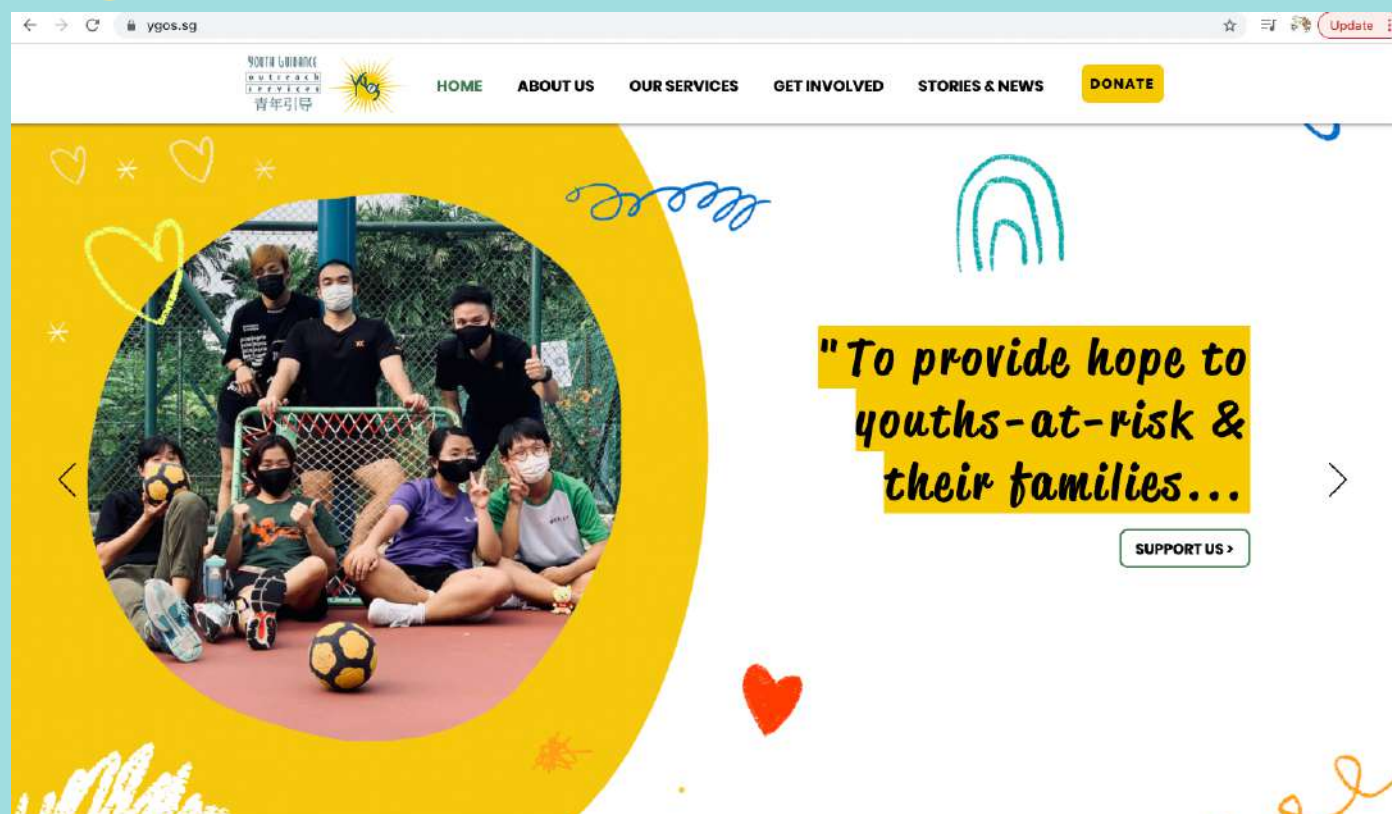
4

total number of hours spent for both trainings



# SPECIAL EVENTS & HIGHLIGHTS

## 5 Organisation website revamp



In July this year, our Corporate website was given a revamp, revealing a fresher and cleaner new design. The new site has been crafted to be faster than ever, easier to navigate and more user-friendly. The design has been redone to one that has a client-centric layout. Our current and prospective clients and partners will find updated and detailed information about the services we offer.

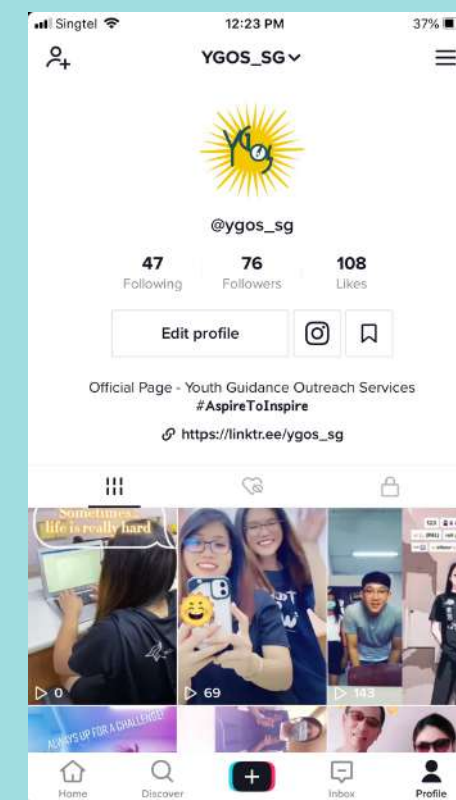
More and more of the public read about YGOS on mobile devices therefore we did everything to further improve mobile usability in order to offer them an even better user experience.

## 6 Online and social media presence



Instagram

**709** followers



Tik Tok

**76** followers



Facebook

**717** followers

For the past 2 years, YGOS has been active in maintaining and establishing our online presence via the various social media platforms like Instagram, Facebook and most recently, Tik Tok. Besides connecting with potential supporters and clients, these platforms are key to building trust with the public as well.

Through strategic planning, the commitment to push out positive and relatable content has resulted in consistent growth on all channels. 24

# CELEBRATING OUR VOLUNTEERS 🎉

## 1 Appreciating our Volunteers

To convey our sincere gratitude to volunteers who have contributed their time and effort towards our cause, YGOS volunteers were invited to the YGOS Volunteer Appreciation Day 2021 on 1 February 2021 (Monday).

As a small token of our appreciation, everyone, including those who were absent due to social distancing guidelines, received a personalised YGOS Volunteer Tshirt as well as a \$10 GrabFood voucher.

Our volunteers were given a chance to share about their journey with the youths, as well as their encouragement to other newbie volunteers.



**LEFT PICTURE:** Our Volunteer Management Executive, Jia Min, chatting with YGOS volunteers.



**RIGHT PICTURE:** Lim How, volunteer at the Community Rehabilitation Centre, sharing his experience working with at-risk youths.

Volunteer Appreciation Day 2021!



Group sharing



Volunteers from SUSS!

**"Intentionality & friendship!"**

**"How to listen without judgement."**

**"A heart for young people!"**

**"Rolling with resistance when with the youths"**

**We asked our Volunteers: "What is one takeaway from your time with us?"**

**"Not everyone has the same opinion or thinking and not everyone is in the same circumstance as me."**

# CELEBRATING OUR VOLUNTEERS

## 2 Volunteer Training

On 30 July 2021, our Volunteer Coordinator, Jia Min, conducted a quarterly Volunteer Training session for current volunteers titled "Being An Effective Facilitator".

During the training, Jia Min shared techniques on effectively facilitating small group sessions, an essential skill for those who volunteer with YGOS in mentoring or various group-facing programmes. Insights from her own experience working with youths on the group were also contributed, and participants were given time to also share their own questions and concerns about the role of a facilitator.



## 3 Terrarium Making Class by Volunteers from NUS Seeds of Good Programme

Terrarium workshops are a fun way to get creative as well as a nature-friendly activity to do with friends or family! We are thankful for our NUS Volunteer, Zhe Quan, who brought our youths through the whole terrarium making process, imparting the value of appreciation for nature as well as ecology along the way.

### Desired Outcome of Youth: I WILL...

- Have a better appreciation for nature!
- Understand the impact I have on this planet.
- Know what it means to be eco-friendly.

### Advantage of Understanding Nature:

Understanding nature allows me to better understand the importance of protecting the Earth and the ways I can do so.



# CELEBRATING OUR VOLUNTEERS

## 4 Candy's Volunteering Journey!

Candy, a full-time financial consultant, joined us earlier this year as a volunteer mentor for our Mentoring Programme! With the flexibility she had in her schedule, she was able to balance her time to come alongside YGOS to impact the lives of the youth. Read on to find out what inspired her to do so!

**When you first started volunteering with us, what were some things you looked forward to?**

Candy: "I was mentally prepared that mentoring young girls may not be an easy task. I actually went in feeling quite afraid and unsure if I had the ability to handle this group of youths, and whether I could even be of any help to them. During my interactions with the other staff and volunteers, I realised that most of them had some counselling background, while I was the only one without that experience! It caused me to worry slightly and have some self-doubt. Could I be of any help? Would I be able to value-add to their mentoring, especially those under my care? These were some of my thoughts.

However, after a few months of interacting with the youths, it dawned on me that these were not causes for concern at all!

These girls were not looking for someone to counsel and give them treatment for their perceived problems. They were ultimately seeking for your listening ear, your heart to care for them by sharing from your own life experiences when you were their age, from your wisdom in truth. No doubt, having some sort of counselling equipping could have been helpful in certain situations, but that's when I look to my group of fellow mentors to exchange tips."

**For Candy's full story and fellow volunteers' journies, head on to our website!**



# BOARD OF YGOS

We would like to acknowledge our Board Members for their invaluable contributions to YGOS in the form of their advice, competence, and experience, which have served to give stability and strength to the organisation at the management level.

Together as a organisation, YGOS continues to strive forward with the mission and goal of empowering our generation's youth.

## Code of Governance

The Board works with the Leadership team to lead and manage the organisation. The Board provides guidance to the Leadership Team and delegates the formulation of policies and day to day management to the Executive Director and the Leadership Team. The Executive Director remains accountable to the Board.

To ensure good governance, the Board will put in place the following Sub-committees:

1. Finance Sub-committee
2. Audit Sub-committee
3. Fund-Raising Sub-committee

**Mr Timothy Hia Yi Liang**  
Chairman

**Mr Dennis Ang**  
Honorary Treasurer

**Mr Tan Boon Huat**  
Member

**Mrs Hu Kee Cheng**  
Member

**Mr Richard TAN**  
Member

**Mr Goh Yuan Sheng Victor**  
Vice-Chairman

**Mr Philip Ang Hwee Heng**  
Honorary Secretary

**Ms Irene Ng Yue Hoong**  
Member

**Ms May LOH**  
Member

**Mr ONG Sin Beng**  
Member

## Notes

Three new Board Members were appointed during our Annual General Meeting on 29 December 2020. Mr Richard Tan, Ms May Loh and Mr Ong Sin Beng were welcome onto the Board of YGOS.

A previous Board Member, Mr Lim Chien Choong, has taken a leave of absence from the Board for a year.

# BOARD OF YGOS

## Board Meetings and Representation

The Board has a number of members who have served for more than 10 consecutive years. A succession plan is in place to proactively seek credible professionals of relevant fields to replace these long-serving members progressively to ensure continuity without creating abrupt changes.

Board Members are required to disclose any interest, directly or indirectly, that YGOS may enter into or in any organisations that YGOS has dealings with or is considering dealing with, and any personal interest accruing to him as one of YGOS' suppliers, user of services or beneficiary.

More than 50% of the Board members are independent and do not receive any remuneration for the services. None of the 3 highest paid staff serve as a governing board member of the organisation and receive more than \$100,000 in annual remuneration each.

Board Member	No. of meetings attended:
<b>Mr Timothy Hia Yi Liang</b> Chairman	5
<b>Mr Goh Yuan Sheng Victor</b> Vice-Chairman	3
<b>Mr Philip Ang Hwee Heng</b> Honorary Secretary	3
<b>Mr Dennis Ang</b> Honorary Treasurer	5
<b>Mr Tan Boon Huat</b> Member	5
<b>Ms Irene Ng Yue Hoong</b> Member	4
<b>Ms Hu Kee Cheng</b> Member	5
<b>Mr Richard Tan</b> Member	3
<b>Ms May Loh</b> Member	3
<b>Mr Ong Sin Beng</b> Member	2

# POLICIES & GUIDELINES

## 1. Personal Data Protection Act Policy (and Donor Confidentiality)

Youth Guidance Outreach Services respects and honors our sponsors, donors, partners, volunteers and clients which includes their right to be treated fairly and have their privacy protected. We are committed to complying with the PDPA passed by Singapore Government in 2012. Sponsors and donors can opt to remain anonymous in all our publications by informing us via [admin@ygos.org.sg](mailto:admin@ygos.org.sg). We have in place procedures to safeguard the personal information of our sponsors, donors, partners, volunteers and clients and will not rent, exchange or sell mailing lists to other companies.

## 2. Conflict of Interest Policy Statement

Youth Guidance Outreach Services has put in place its Conflict of Interest Policy (COI) to protect the organisation's welfare and best interests over and above all priorities and objectives. The COI mandates that no staff or Board members may engage in any external interest or business that may undermine or conflict with the organisation's overall welfare. The COI declaration form shall be given to the Board members and staff at the earliest opportunity, such as upon his/her taking up of the employment with or appointment in the organisation or election to the Board. Annual declaration of interests by the Board members and Leadership Team is required. He/She will fully disclose to the Board in the event a conflict of interest situation may arise.

## 3. Whistle-Blowing Policy

Whistle-Blowing Policy is intended to provide a channel for employees and external parties to raise any suspected improprieties in the business of the organisation and offer reassurance that they will be protected from victimization for whistle-blowing in good faith.

The whistle-blower email is for reporting suspected improprieties such as:

1. Forgery
2. Misappropriation of funds and classified documents
3. Abuse and misrepresentation of power and authority
4. Failure to comply with laws and regulations
5. Harassment
6. Corruption and bribery
7. Theft

## 4. Reserve Policy

The policy was put into effect and will ensure compliance with the "The Code of Governance for Charities and IPCs guidelines that states; "While all charities should maintain some level of reserves to ensure long-term financial sustainability, the charity should disclose its reserves policy in the annual report."

Youth Guidance Outreach Services is to provide financial stability and the means for further improvement of its activities. YGOS seeks to build up the reserves at a level equivalent to 12 months of operating expenditures based on the preceding year's actual operating expenses.



**Support YGOS!**

"To provide HOPE to youths-at-risk and their families through CARING RELATIONSHIPS and developmental opportunities for the whole person."

**Make A Charitable Donation:**

FOR CHEQUE DONATION

Please make cheque payable to "Youth Guidance Outreach Services" and mail it to:

10 Lorong 27A Geylang #03-01 Emmanuel House Singapore 388107 or  
Blk 804 Woodlands St 81 #01-37 Singapore 730804

**\*All donations are eligible for 250% tax deduction\***

Please send us or email us at: [accounts@ygos.org.sg](mailto:accounts@ygos.org.sg) your banking slip together with your Full Name, NRIC Number and Address, for us to issue you an official receipt.

FOR IN-KIND DONATION

We welcome donations-in-kind ("DIK") items from the public. However, we can only accept items that support our mission and objectives. All DIK items will be accepted at the discretion of YGOS. Once accepted, the DIK items become the property of YGOS. We retain the right to use, distribute to our beneficiary, transfer to an external party or dispose of the items as we see fit, unless a specific arrangement has been made with the donor.

We regret that we can only accept items that are relevant to our current needs so that there is no unnecessary wastage of donated items. For perishable items, we might not be able to accept items that have a shelf life of less than six months. We thank you for your kind understanding. All donors will receive an acknowledgement slip for the items that they donate.

Please contact Ms Doris Yap at [admin@ygos.org.sg](mailto:admin@ygos.org.sg) if you would like to find out more about the items that we need.

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