Canossaville
Children & Community Services

ANNUAL REPORT 2024

BUILDING Communities EMPOWERING Change

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Mission

Nurturing each in her/his own way by forming hearts, enlightening minds and empowering spirits to live in The Way, The Truth and The Life.

Vision

Forming Hearts
Transforming Lives
Empowering Communities

Canossian Values

Charity
Humility
Forgiveness
Faith

Canossian Attributes

Commitment
Cheerfulness
Compassion
Gratitude

2024 was a meaningful one for Canossaville Children and Community Services. We celebrated significant achievements that have strengthened our mission and community impact.

250th Anniversary of St. Magdalene of Canossa

On 2 March 2024, we commemorated the 250th Birth Anniversary of St. Magdalene of Canossa's birth with a special Mass at St. Joseph's Church, Victoria Street. Msgr. Ambrose Vaz led the Mass, reflecting on her enduring legacy and deep impact on the Canossian community. Through prayer and reflection, we renewed our commitment to Canossian values and service. Canossaville also supported the Village's activities at the Foundress Day celebrations for the schools. The children worked on meaningful projects to reflect their living of the core values out and had a small celebratory party in school.

Restructuring of Canossian School with Canossa Catholic Primary School

A significant milestone in 2024 was a key announcement by Canossa Mission Singapore (CMS). Effective January 2025, Canossian School (CS) and Canossa Catholic Primary School (CCPS) will be restructured to become one school – Canossa Catholic Primary School. It will become a mainstream-designated school for children with hearing loss using the oral approach. Working with MOE, CCPS will enhance its support for children with hearing loss, enabling them to access the national curriculum. This restructuring, a first in Singapore, was 25 years in the making with Canossian School moving into 1 Sallim Road with the intention of having the children immerse with hearing peers. Over the years, the integration moved towards a more inclusive culture with hearing loss children being part of the school's plans for student leadership programme as well as being given all opportunities equally as their hearing peers. This restructuring of the schools was marked with a ceremony on 15 November 2024, featuring the unveiling of a statue of Saint Magdalene of Canossa and a Thanksgiving Mass celebrated by Cardinal William Goh.

Canossaville's part in the restructuring includes all support services in the areas of audiology and speech language therapy. We will continue to provide all the essential services to ensure our children with hearing loss get the best care possible.

Canossaville's Expanded Role

Recognising the need to support the disadvantaged children who would be lonely during the weekends, Canossaville took a big step forward in the setting up of Saturday Care – an extended care service to support children and their families on Saturdays. Starting at 8am till 3.30pm, the programme includes breakfast, morning tea, lunch and afternoon tea. Children who are selected to attend the programme play soccer, learn the violin and have art class throughout the day run by external professionals in those areas. This programme was made possible by the sponsorship from Caritas Singapore. Talented children in soccer were given scholarships with the soccer school and have additional training opportunities with the club, taking part in mini competitions as well. All children were also featured in the Christmas at the Village, playing 2 Christmas tunes. This programme is critical as it keeps children safe on Saturdays away from undesirable influences at the playground.

Message from

Sr Theresa Seow

Supervisor
Canossian Village

Looking Ahead

Canossaville has played a vital role in supporting both schools, providing critical student care services and addressing learning, behavioral, and psychosocial needs. With the recent restructuring, Canossaville is poised to expand its support services, offering a seamless continuum of care to children and families.

We remain dedicated to serving children and families, ensuring every child receives the support they need to thrive. With continued commitment, we look forward to another year of transformative impact and service. May God bless you for all your kindness, love, support and generosity.

As we look back on the past year, I am both proud and encouraged by the progress we have made in fulfilling our mission at Canossaville. From a macro perspective, we have achieved significant milestones that reflect our ongoing commitment to supporting children and families in need. I am pleased to highlight the following key accomplishments:

1. **26% Increase in the Number of Children Receiving Intervention and Therapy Support:** Through stronger collaboration with Canossian School and Canossa Catholic Primary School, we were able to identify the needs of more children and provide tailored intervention and therapy services. As a result, the number of children receiving these vital services, increased by 26%, from 229 to 289. This growth highlights the importance of a collaborative approach to addressing the needs of children with unique challenges, especially those with hearing loss.
2. **26% increase in intervention hours for children with hearing loss:** Canossaville remains committed to our mission of supporting children with hearing loss. We have seen a 26% increase in the number of intervention hours, from 7440 hours to 9384 hours. With more intervention for the children we serve, we have seen great improvements in their hearing, speech and other functions.
3. **52% Increase in Children and Their Families Receiving Additional Financial Support:** We are particularly proud to report a 52% increase in the number of children and their families receiving additional financial support from Canossaville, rising from 114 children to 173. This increase reflects our ongoing commitment to addressing the holistic needs of families, ensuring they have the resources and support necessary to thrive.

These achievements would not have been possible without the unwavering dedication of our staff, the invaluable partnerships we have formed various individuals, foundations and corporations and the support of our generous donors and community partners. Together, we have been able to make a lasting impact on the lives of children and families we serve, and we remain committed to continuing this important work in the years to come.

Message from Charles Fan
Chairman Canossaville

In the future, we might be consider expanding some of these services to other locations in Singapore.
Thank you for your continued support as we work together to create a brighter future for all those we serve.

As we reflect on 2024, we are pleased to report that the goals and initiatives we set for the year have been successfully realized, contributing to our growth and development.

We began by recognising that our most valuable asset is our people, and true to our commitment, we launched a series of internal training programs and enrolled staff in external courses. These initiatives have significantly enhanced skills, fostered innovation, and instilled a culture of continuous learning within the organisation. The sum of training hours in 2024 for Canossaville staff totaled 2,938 hours. We are proud of our team for actively engaging in learning opportunities and continuously building their skills to stay relevant. Moving forward, we look forward to steadily offering more opportunities for our staff to level up in their professional development and achieve even greater growth.

A key focus this year was reviewing and refining our operational processes and protocols. Through a comprehensive evaluation of reporting structures, managerial responsibilities, and workloads, we have streamlined our operations to better support our mission. The revised operating model ensures that our staff can collaborate more effectively, reduce inefficiencies, and respond swiftly to challenges and changes. By implementing clearer communication channels, optimizing resource allocation, and leveraging technology-driven solutions, we have enhanced overall productivity and accountability. These improvements position us for sustained growth, allowing us to better serve our children and families.

In line with our belief that families are the foundation of a thriving community, we placed significant emphasis on training for caregivers, parents, and family members. Workshops on hearing loss support, learning strategies, behaviour management, the importance of play and learning, and the dangers of social media were well-received.

An average of one session a month has empowered families with essential knowledge and tools to nurture children in a healthy, supportive environment. Collaboration continued to be a cornerstone of our success in 2024. We actively formed new partnerships across various sectors within the Canossian Village and strengthened our relationships with government agencies, foundations, Catholic organisations like Caritas Singapore, parishes, community partners and corporates like BreadTalk Group, BNP Paribas and Nespresso.

As we close the year, we are proud of the positive impact we have made and remain confident that our efforts in honing capabilities, refining processes, and fostering collaboration have laid a strong foundation for continued success. Moving forward, we will continue to focus on our vision of forming hearts, transforming lives, and empowering communities.

Executive Director' Professional Profile

With over 12 years of experience in the non-profit and social service sectors, Mr Damon Goh has contributed and served in areas such as Youth Development, Labour Relations, Disease Prevention, and Children & Community Services. His expertise ranged across Human Resources, Partnership Development, Volunteer Management, Fundraising, and non-profit management.

An advocate for operational excellence and strategic development, Damon has spearheaded agency-wide digitalisation programmes and service enhancement projects. He has returned to Canossaville to serve his calling of supporting the poor, the sick, and the uneducated.

2024 Canossaville Management Committee

CHAIRPERSON

MR CHARLES FAN

Retiree

VICE CHAIRPERSON

MS PEGGY YEE

Advocate & Solicitor,
PY Legal LLC

SECRETARY

MDM LIM LUCK SIEW

Teaching Fellow at
National Institute of
Education, NTU

TREASURER

MDM CHEN YEW NAH

Founder of Zeles
Network Ltd

ASSISTANT TREASURER

MDM AU CHIN GOA

Financial Controller,
Kwang Sia Pte Ltd

MEMBER

DR GRACE LEE

Senior Consultant,
Paediatric Anaesthesia,
KK Hospital

MEMBER

SR ELIZABETH THAM

Member,
Canossian Daughters
of Charity

MEMBER

DR LIAN WEE BIN

Medical Director &
Consultant Paediatrician /
Neonatologist of
SpecialKids Child Health &
Development Clinic

Director,
SpecialKids Intervention,
Learning & Therapy Centre

Overview of Charity

Canossaville Children and Community Services (Canossaville) was registered as a charity under the Charities Act 1994 in the Republic of Singapore since 29 June 1987.

Canossaville is a registered charity with IPC (Institution of a Public Character) status and our current license is from 1 August 2024 to 31 July 2027.

Banker
DBS Bank Ltd
22 Malacca St
#01-00 RB Capital Building
Singapore 048980

Unique Registration Number (UEN)
S87CC0462K

Registered Address of Charity
1 Sallim Road (Gate 3) Singapore 387621

Auditor
Credo Assurance LLP
545 Orchard Road
#10-06 Far East Shopping Centre
Singapore 238882

2024

Canossaville Management Committee

The Management Committee meets regularly with a quorum of at least four members. A total of 4 board meetings were held in Financial Year 2024 on the following dates: 9 Apr 2024, 25 Jul 2024, 4 Oct 2024 and 19 Dec 2024. The Management Committee achieved meeting quorum of at least half of the Management Committee during the Financial Year. Details of the Management Committee including their meeting attendance are as follows:

Name	Current Charity Board Appointment	Past Charity Board Appointment	Date of First Appointment to Board	Date of Latest Appointment to Board	Board Meeting Attendance
Mr Charles Fan	Chairperson 1 Jan 2023	• Treasurer 1 Jan 2021 • Member 5 Aug 2020	5 Aug 2020	1 Jan 2023	4/4
Ms Peggy Yee	Vice Chairperson 1 Jan 2017	• Member 27 Jan 2012	27 Jan 2012	1 Jan 2023	3/4
Mdm Lim Luck Siew	Secretary 1 Feb 2019	• Member 2 Feb 2015	2 Feb 2015	1 Jan 2023	3/4
Mdm Chen Yew Nah	Treasurer 1 Jan 2023	• Member 1 Jan 2021	1 Jan 2021	1 Jan 2023	4/4
Mdm Au Chin Goa	Assistant Treasurer 1 Jan 2023	• Member 26 Jan 2018	26 Jan 2018	1 Jan 2023	4/4
Dr Grace Lee	Member 1 Jun 2016		1 Jun 2016	1 Jan 2023	4/4
Dr Lian Wee Bin	Member 18 Jul 2017		18 Jun 2017	1 Jan 2023	3/4
Sr Elizabeth Tham	Member 1 Jan 2021		1 Jan 2021	1 Jan 2023	4/4

**Ms Peggy Yee has served for more than 10 consecutive years. We are retaining her services because of her knowledge of and advocacy for Canossaville Children and Community Services through her long service which is highly valued and her expertise on legal matters.*
**Mdm Lim Luck Siew has served for more than 10 consecutive years. We are retaining her services because of her expertise in special education.*

2024 Organisational Chart

Canossa Mission Singapore

Canossaville Management Committee

Supervisor of the Canossian Village

Canossaville Children and Community Services
Damon Goh, Executive Director
Appointed: 1 Sep 2023

Sub-Committee

- **Finance**
  Chairperson:
  Mdm Chen Yew Nah
  Member:
  Ms Jacqueline Looi
- **Governance & Audit**
  Chairperson:
  Mr Charles Fan
  Members:
  Mdm Au Chin Goa
  Mr Ho Pun

Canossaville Shared Services

- **Fundraising**
  Bryan Lim, Asst Snr Manager
  Appointed: 1 Mar 2024
- **Finance**
  Joanne Seng, Asst Manager
  Appointed: 1 Jan 2023
- **People & Formation**
  S Thilagavathi, Snr Manager
  Appointed: 1 Jan 2022
- **Info-Technology**
  Raymond Lee, Executive
  Appointed: 1 Jan 2019
- **Partnership & Outreach**
  Muhammad Akram Bin Mohammad Hanif, Asst Manager
  Appointed: 1 Mar 2024
- **Public Relations & Communication**
  Janet Wee, Manager
  Appointed: 15 Nov 2023
- **Estate Management**
  Koh Seow Chin, Manager
  Appointed: 1 Nov 2019
- **Governance & Risk Management**
  Chu Chung Yan, Snr Manager
  Appointed: 19 Sep 2023
- **Administration**
  Goh Meng Hui, Asst Snr Manager
  Appointed: 1 May 2024

Canossaville Preschool
Abhirami Prakash, Principal
Appointed: 17 Jul 2023

- **Canossian Early Intervention Programme for Infants and Children**
  Magdalene Chan, Manager
  Appointed: 1 May 2023
- **Canossaville Student Care**
  Clarissa Lourdes, Head
  Appointed: 1 Jan 2024
- **Canossian Child Development Unit**
  Chay Pei Yun, Manager
  Appointed: 2 Jan 2024
- **Canossian Extended Care Unit**
  Trina Chia, Manager
  Appointed: 1 May 2024

Canossa Mission Singapore (CMS) is the social arm of the Canossian Daughters of Charity and Canossaville Children and Community Services is accountable to the Canossian Sisters who provide guidance on how a Canossian ministry is carried out.

ABOUT US

Canossaville Children and Community Services

Founded by the Canossian Sisters in 1941, Canossaville is licensed by the Ministry of Social and Family Development (MSF) and the Early Childhood Development Agency (ECDA). Canossaville is a registered charity in Singapore.

The support and services under Canossaville include:

Canossaville Preschool

A Catholic mainstream preschool for children aged 18 months to 6 years which focuses on the holistic development of the child. It also provides an inclusive environment to support children with hearing loss.

Canossian EIPIC

(Early Intervention Programme for Infants and Children)

A one-stop early intervention and therapeutic support for children 6 years and below with hearing loss.

Canossaville Student Care

An integrated student care centre serving the needs of primary school-aged students from the Canossian Village.

Canossian Child Development Unit

A multidisciplinary team of professionals supporting the children and their families across the areas of learning, behaviour, and psychosocial needs.

Canossaville Extended Care Unit

A programme which provides continuous care and learning opportunities for children within the Canossian Village who would benefit from additional care and support on Saturdays.

Canossaville In Numbers

FORMING HEARTS

9,384 Intervention hours for children with hearing loss

289 Children who received support through therapy, psychology, counselling and social work

105 Enrolment under CPS

55 Children with hearing loss and learning needs across the CPS, EIPIC and CSC

EMPOWERING COMMUNITIES

2,938 Hours of training and workshops received by all Canossaville staff

40 Hours of training and workshop provided for parents and families

224 Students in CSC

291,447 Volunteering Hours

TRANSFORMING LIVES

173 Children who received financial assistance

107 Families across the village who benefited from Project ROTI distribution

13 EIPIC Graduands

193 Households in Macpherson who benefited from Project ROTI distribution

Canossaville Preschool

Canossaville Preschool (CPS) is a Catholic mainstream preschool for children aged 18 months to 6 years, focusing on holistic development and providing an inclusive environment for children with hearing loss.

In 2024, our K1 and K2 children deepened their understanding of Christ through the Canossian Care Curriculum, a program designed to nurture the spiritual, emotional, and moral development of each child. This curriculum focuses on fostering charity, humility, forgiveness and faith—values that are central to the Canossian mission.

CPS's curriculum also emphasises learning beyond the classroom, with outdoor and community experiences that enhance language, social, cognitive, and motor skills. Notable activities in 2024 included a field trip to the National Gallery and a learning journey to Woodleigh Mall, both fostering exploration and curiosity among our youngsters.

Aesthetic learning is integrated through a music program by Raffles Junior College for the K2 cohort, helping children with hearing loss engage with music through rhythm, melody, and movement using visual cues, vibrations, and assistive technology. This program introduced foundational concepts such as musical notation and solfege singing.

The partnership with Nespresso Singapore engaged children in creative activities like baking, arts and crafts, and dancing. This collaboration deepened Nespresso's understanding of inclusive education and CPS's work with children with hearing loss.

Family bonding is also a priority at CPS. On Children's Day, parents and children participated in competitive games to strengthen relationships. During the Mid-Autumn Festival, families enjoyed mooncakes and a Chinese Operatic performance, thus further enhancing family connections.

In line with our commitment to providing a vibrant environment for the children we serve, we are excited to share the addition of a new room in Canossaville Preschool — St. Camillus Room — located on the ground floor of Block C. Made possible through the President's Challenge Fund, this multi-purpose space will enhance our preschool's capacity to support the safety and well-being of our children while providing a versatile environment for learning, engagement and daily activities. The new room was blessed by Friar Derrick Yap and was officially opened on 1st August 2024. We look forward to utilising this new facility to enrich the experiences of children served by Canossaville Preschool.

2024 has indeed been a year of remarkable growth and impact for Canossaville Preschool. Our children have not only embraced the core Canossian values but have also expanded their horizons through enriching field trips that take learning beyond the classroom. Above all, we continue to cherish and foster the bonds that unite families, knowing that their involvement is key to nurturing well-rounded, compassionate individuals. As we move forward, we remain committed to providing a nurturing environment where every child can flourish, supported by a strong sense of community and shared values.

Canossian EIPIC

The Canossian Early Intervention Programme for Infants and Children (EIPIC) offers therapy services and small group interventions for children aged 6 and under with hearing loss. The program is dedicated to fostering a supportive environment that gives children with hearing loss a strong foundation for their future.

In 2024, Canossian EIPIC launched a series of comprehensive programmes designed to empower both children and parents in navigating the challenges of hearing loss. These initiatives featured a range of activities and workshops designed to enhance understanding, develop skills, and strengthen support systems.

A kite-flying Family Day at the Marina Barrage was organised in April 2024 to highlight the importance of family bonding through family-centred activities. The ideal weather made for a memorable event, as parents assisted their children in launching and controlling the kites, creating an atmosphere of joy and laughter.

Another important milestone in 2024 was the launching of the Canossian EIPIC Social Emotional Learning (CE-SEL) curriculum. Through this curriculum, parents were guided on how to support their children's acquisition of SEL and self-advocacy skills. On a monthly basis, parents were provided with effective strategies to nurture their children's development at home through Little Lives platform. A workshop was also conducted for parents to enhance their understanding of SEL in young children.

In conclusion, 2024 marked a significant year for the Canossian EIPIC as we launched impactful initiatives to support both children with hearing loss and their families. Through our therapy services, small group interventions, and family-centered activities, we have worked diligently to lay a strong foundation for the children's future. In all our programmes, we strive to foster family bonding and enhance the skills needed for emotional and social development. Moving forward, we remain dedicated to empowering families, providing them with the tools and support needed to navigate the journey of hearing loss, while nurturing the growth and potential of every child in our care.

Canossaville Student Care

Canossaville Student Care is a special student care centre serving the needs of primary school children from the Canossian Village. Canossaville Student Care is committed to providing equal opportunities for all children, regardless of financial circumstances.

Thanks to generous funding, many of our programmes are heavily subsidized or even offered free to children on existing subsidy schemes, ensuring accessibility without imposing additional financial burdens on their families.

During the June holidays, thanks to Ho Bee Land for organising the Arts for Kids programme, our children had the opportunity to visit The Metropolis and be intrigued by the world of art, helping them explore their creativity and develop a deeper appreciation for artistic expression. The impact of this programme is multi-faceted, contributing not only to their creative development but also to emotional, cognitive, and social growth.

December 2024 was a memorable time for the children, as they were delighted when around 40 employees from Din Tai Fung and BreadTalk Group—comprising both management and cooks—visited to teach them how to make their famous xiaolongbao and gingerbread men! The children had a fantastic time learning culinary techniques, while also developing skills in teamwork and collaboration. The day concluded with each child receiving a bag filled with their favourite chocolate lava bun and other delicious treats.

Hay Dairies Pte Ltd hosted our children to tour their farm during the year-end holidays. Being surrounded by animals and the natural environment fosters a deeper appreciation for nature. This can inspire a love for animals, wildlife conservation, and an interest in environmental stewardship. From this excursion, our children were able to experience farm life, develop a deeper connection with nature, and learn about animals and agriculture in an engaging and hands-on environment.

Through its diverse programs, Canossaville Student Care ensures that each child enjoys a well-rounded upbringing, fostering valuable life skills and offering abundant opportunities for personal growth.

Canossian Extended Care Unit

In 2024, Canossaville proudly launched the Extended Care Unit (ECU), adding a fifth sector to Canossaville. This marks a significant milestone in our commitment to supporting the community. The first initiative of ECU was the Saturday Care Programme, designed to provide children from Canossa Catholic Primary School with a nurturing environment focused on care, structure, and engaging activities. Held every Saturday from 8 AM to 3.30 PM, this programme addresses the gaps in appropriate care and provides children with opportunities to explore new skills and talents outside the classroom.

Made possible through the generous support of Caritas Singapore, Saturday Care fosters the holistic development and social-emotional growth of primary school children within Canossian Village.

The Saturday Care Programme features a diverse and enriching curriculum:

Football Programme: Through the guidance of a professional coach, the football programme helps children build resilience and teamwork. Participants learn essential life skills, such as sportsmanship, perseverance, and coordination, all while enjoying the game.

Violin Lessons: For musically inclined children, these lessons offer an opportunity to cultivate musical talent while developing discipline, patience, and a love for music.

Art Classes: The art sessions encourage creativity and self-expression, while also helping children develop fine motor skills and gain confidence in their abilities.

This year, we proudly served 42 students, 38 of whom received financial assistance. Staying true to the wishes of St. Magdalene, we remain dedicated to empowering those in need by providing opportunities that nurture and develop their talents.

As we continue to serve the children and families within our community six days a week, we remain steadfast in our mission to form hearts, enlighten minds, and empower spirits to live The Way, The Truth, and The Life.

Canossian Child Development Unit

The Canossian Child Development Unit (CCDU) is a multidisciplinary team of professionals, including speech therapists, educational therapists, occupational therapists, psychologists, counsellors, and social workers. Dedicated to supporting children and their families, CCDU addresses learning, behavioral, and psychosocial needs, embodying the Circle of Care approach within the Canossian Village.

Impact in 2024

In 2024, CCDU provided vital support to numerous children and families:

- Speech and Language Therapy: 60 children
- Audiology Services: 123 children
- Occupational Therapy: 11 children
- Educational Therapy & Special Needs Support: 16 children
- Psychological Support: 18 children and families
- Counselling Services: 13 children and families
- Social Work Services: 48 families

Empowering Parents and Caregivers

To strengthen family involvement, CCDU organised 25 parenting workshops in collaboration with various sectors, promoting continuous and consistent care at home. Parents were also invited to regular tea sessions to foster meaningful connections with Student Care facilitators and therapists.

Additionally, caregivers of children with hearing loss received specialised training on managing their child's hearing devices. 85% of parents reported an increase in self-efficacy after attending these sessions.

Building Capacity Among Educators

CCDU also conducted 16 training sessions for staff within the Canossian Village, covering topics such as classroom management, social-emotional learning strategies, and supporting children with hearing loss. CCDU was also invited to train MOE E4 Cluster leaders on facilitating inclusive practices. Following these sessions, 83% of educators reported greater confidence in supporting children's diverse needs.

Collaborations and System-Level Impact

CCDU actively collaborates with sector partners to drive projects and systemic improvements. The team dedicated 102 hours to case discussions with staff, empowering them to sustain progress beyond therapy sessions. CCDU also contributed to key projects, including:

- Canossian EIPIC Social Emotional Learning (CE-SEL) Programme
- Revamping the Literacy Curriculum with CPS
- St. Catherine's Reading Programme with CSC and CS
- Social Project with SACSS

Through its dedicated efforts, CCDU continues to be the embodiment of the Circle of Care, ensuring that every child receives the support they need to thrive at Canossaville.

Partnerships

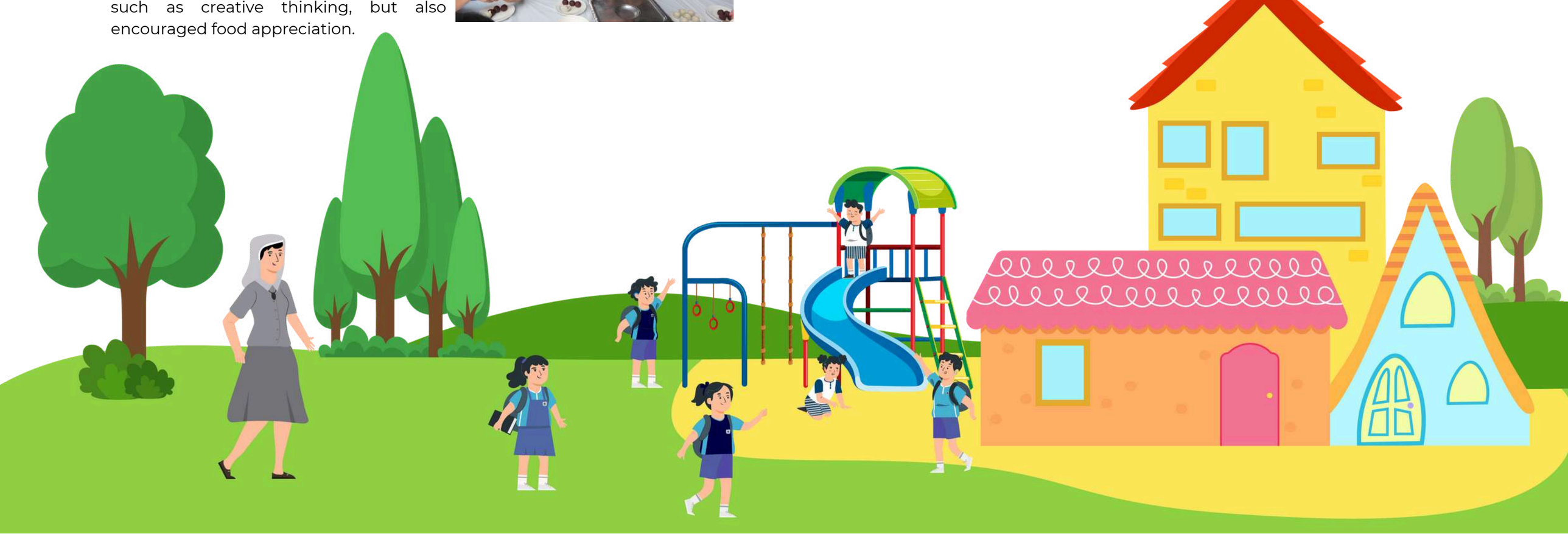
In 2024, Canossaville experienced a remarkable year of partnership and collaboration, significantly enhancing our mission to support children and families in need. The collective efforts of our volunteers, corporate partners, and educational institutions not only enriched the lives of the children we serve but also reinforced the strength of our community.

This year, we welcomed a diverse range of partners, with a total of 14 unique student groups and 18 corporate collaborators joining forces with us. Notable institutions such as Temasek Polytechnic, Ngee Ann Polytechnic, and Dunman High School played a role in our initiatives, bringing fresh ideas and energy to our programmes.

Our corporate partnerships were equally transformative. A highlight of this year was the memorable event organised by Din Tai Fung, BreadTalk and Mothership. This event not only brought joy to the children and fostered essential life skills, such as creative thinking, but also encouraged food appreciation.

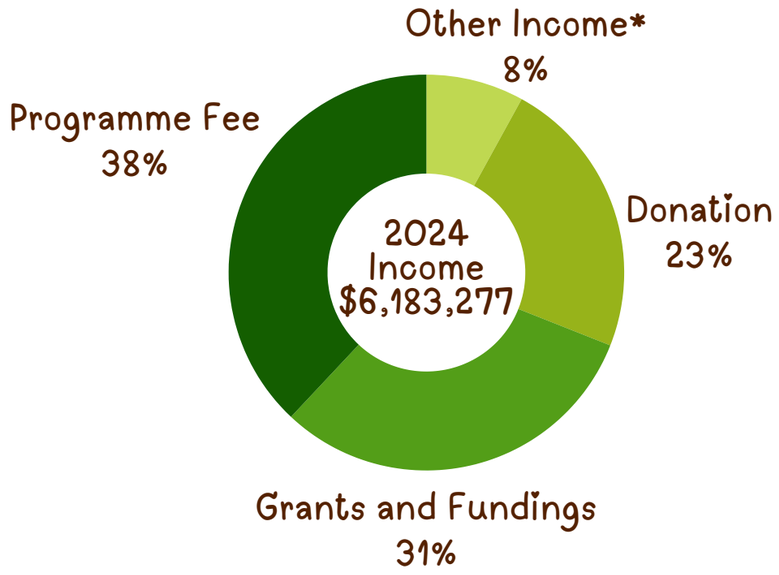
One of the standout initiatives was our partnership with NTUC First Campus, which emerged as the largest volunteer group we had in-house for the year. With 93 enthusiastic volunteers, they sponsored and packed 200 care packs for our Project ROTI initiative in November 2024, benefiting families from Canossa Catholic Primary School, Canossaville Preschool, and the Macpherson community. This endeavour exemplified our commitment to community support and highlighted the significant impact that corporate partners can have when they come together with a shared purpose.

We remain committed to strengthening our partnerships and expanding our collaborative efforts in 2025. Thank you to all our volunteers, corporate partners, and student groups for your dedication and support. Together, we can continue to create meaningful opportunities for children and families in need, fostering an environment where they can thrive.

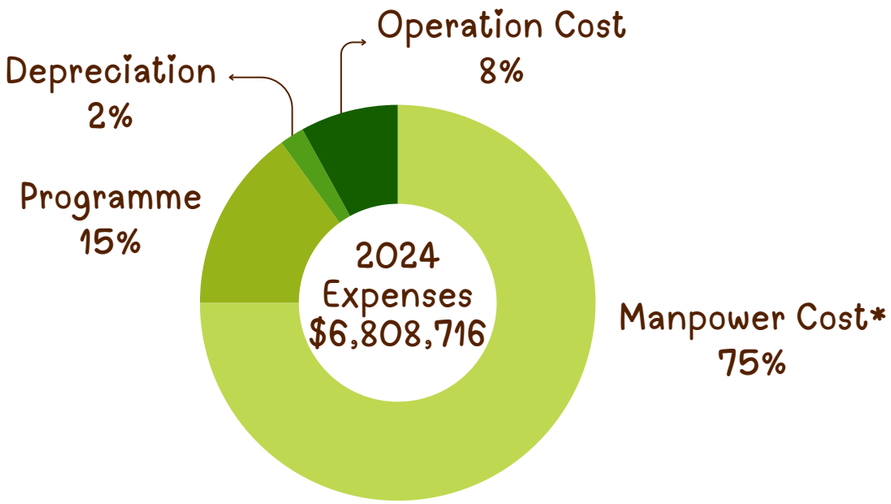


2024

Financial Summary



**Other income includes the Wage Credit Scheme*



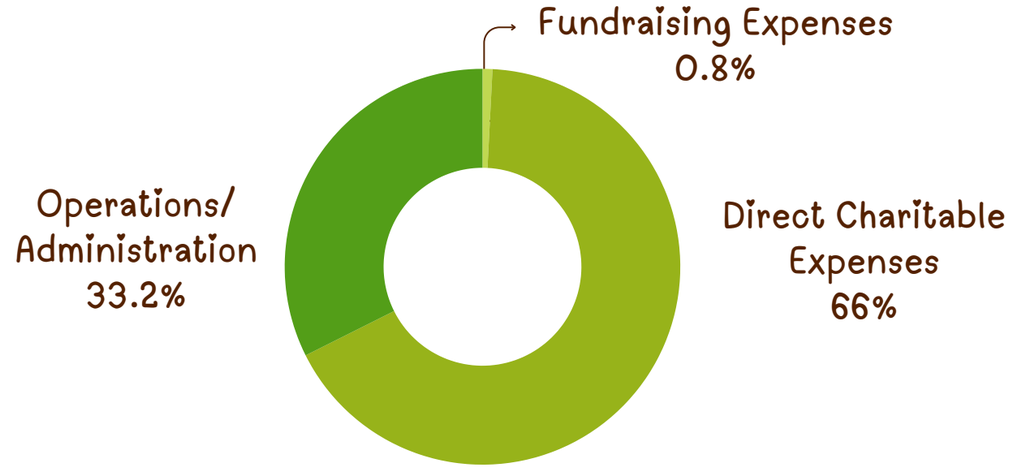
**Manpower cost includes both programme staff cost and support staff cost*

2024

Breakdown of Charity Dollar

For Financial Year 2024, $66 out of every $100 spent by Canossaville went directly to fund programmes and activities that benefitted our clients. Refer to chart below.

The Indirect Charitable Expenses comprise operations, administration and fundraising costs which are financed by funds raised through donations, grants and fundings.



Direct Charitable Expenses
Includes programme staff cost and the cost of providing services and programmes for clients.

Indirect Charitable Expenses
Operations/Administration includes rental, utilities, printing, stationery, transport, telecommunications, IT expenses, governance expenses, professional fees and support staff cost.

Fundraising Expenses include costs incurred by fundraising events.

For Financial Year 2024, Canossaville had a deficit of $625,439.

Major Financial Transactions
St Camillus Room at Preschool $$48,350

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2024

	2024					2023				
	Unrestricted funds			Total		Unrestricted funds			Total	
	Accumulated general fund	Designated fund (Note 9.1.2)	Total Unrestricted funds	Restricted funds (Note 9.2)	Total funds	Accumulated general fund	Designated fund (Note 9.1.2)	Total Unrestricted funds	Restricted funds (Note 9.2)	Total funds
	S$	S$	S$	S$	S$	S$	S$	S$	S$	S$
INCOME										
Income from generating funds										
Voluntary income										
- Donations – Tax exempt	1,170,658	79,513	1,250,171	-	1,250,171	915,123	520,314	1,435,437	-	1,435,437
- Donations – Non-tax exempt	171,558	800	172,358	-	172,358	325,301	50,666	375,967	-	375,967
- Donations in kind	5,000	-	5,000	-	5,000	3,800	-	3,800	-	3,800
- Grants and fundings	502,601	1,108,213	1,610,814	305,674	1,916,488	668,875	1,655,396	2,324,271	313,598	2,637,869
	1,849,817	1,188,526	3,038,343	305,674	3,344,017	1,913,099	2,226,376	4,139,475	313,598	4,453,073
Income from charitable activities										
Agency fees	80,990	-	80,990	-	80,990	77,875	-	77,875	-	77,875
Deployment fees	11,910	-	11,910	-	11,910	148,000	-	148,000	-	148,000
Preschool fees	-	979,006	979,006	-	979,006	-	945,686	945,686	-	945,686
Student care fees	(17)	695,171	695,154	-	695,154	-	706,484	706,484	-	706,484
Registration fee revenue	-	4,590	4,590	-	4,590	-	7,830	7,830	-	7,830
Insurance fee revenue	-	545	545	-	545	-	625	625	-	625
School bus	-	9,483	9,483	-	9,483	-	9,070	9,070	-	9,070
Child development unit fee revenue	-	549,301	549,301	-	549,301	-	282,343	282,343	-	282,343
Children activities	-	8,388	8,388	-	8,388	-	7,693	7,693	-	7,693
Discount given	-	(25,652)	(25,652)	-	(25,652)	-	(15,788)	(15,788)	-	(15,788)
Product revenue	-	4,619	4,619	-	4,619	-	9,460	9,460	-	9,460
	92,883	2,225,451	2,318,334	-	2,318,334	225,875	1,953,403	2,179,278	-	2,179,278
Investment income										
Fixed deposits interest	249,086	-	249,086	-	249,086	317,344	-	317,344	-	317,344
Other income										
Wage credit scheme	3,226	-	3,226	-	3,226	53,125	-	53,125	-	53,125
Interest income	145	-	145	-	145	143	-	143	-	143
Government Child Care Leave-Extended	-	-	-	-	-	2,597	18,086	20,683	4,918	25,601
Government NS Men Make Up Pay	1,224	-	1,224	696	1,920	2,157	-	2,157	-	2,157
Sundry income	-	600	600	-	600	17,214	12	17,226	-	17,226
Cost allocation	249,341	13,198	262,539	3,410	265,949	204,110	14,159	218,269	2,580	220,849
	253,936	13,798	267,734	4,106	271,840	279,346	32,257	311,603	7,498	319,101
Total income	2,445,722	3,427,775	5,873,497	309,780	6,183,277	2,735,664	4,212,036	6,947,700	321,096	7,268,796

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2024 (CONT'D)

	2024					2023				
	Unrestricted funds			Total Restricted funds (Note 9.2)	Total funds	Unrestricted funds			Total Restricted funds (Note 9.2)	Total funds
	Accumulated general fund	Designated fund (Note 9.1.2)	Total Unrestricted funds			Accumulated general fund	Designated fund (Note 9.1.2)	Total Unrestricted funds		
	S$	S$	S$	S$	S$	S$	S$	S$	S$	S$
EXPENDITURE										
Cost of generating funds										
Fund-raising sales	17,663	-	17,663	-	17,663	15,228	-	15,228	-	15,228
Fund-raising project expenses	33,341	-	33,341	-	33,341	13,953	-	13,953	-	13,953
	51,004	-	51,004	-	51,004	29,181	-	29,181	-	29,181
Cost of charitable activities										
Catering and refreshment	3,340	71,894	75,234	24	75,258	2,781	46,890	49,671	17,648	67,319
Subsidy expense	-	117,756	117,756	6,750	124,506	-	62,751	62,751	23	62,774
Contractor charges	70,524	31,313	101,837	109,792	211,629	64,998	83,114	148,113	27,408	175,521
Contributions for premises and facilities	384,000		384,000	-	384,000	384,000	-	384,000	-	384,000
Programme supplies	28	122,037	122,065	5,636	127,701	-	67,904	67,903	972	68,875
Preschool readers	-	585	585	-	585	-	3,144	3,144	-	3,144
Staff costs	-	2,474,252	2,474,252	935,899	3,410,151	-	2,435,751	2,435,751	766,381	3,202,132
Student Welfare	-	-	-	240	240	-	6,531	6,531	920	7451
Transportation and entrance tickets	400	64,908	65,308	-	65,308	-	42,890	42,890	674	43,564
	458,292	2,882,745	3,341,037	1,058,341	4,399,378	451,779	2,748,975	3,200,754	814,026	4,014,780

STATEMENT OF FINANCIAL ACTIVITIES FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2024 (CONT'D)

	2024					2023				
	Unrestricted funds			Total Restricted funds (Note 9.2)		Unrestricted funds			Total Restricted funds (Note 9.2)	
	Accumulated general fund	Designated fund (Note 9.1.2)	Total Unrestricted funds		Total funds	Accumulated general fund	Designated fund (Note 9.1.2)	Total Unrestricted funds		Total funds
	S$	S$	S$	S$	S$	S$	S$	S$	S$	S$
EXPENDITURE (CONT'D)										
Governance and administrative costs										
Audit fees	12,000	1,700	13,700	-	13,700	8,000	2,400	10,400	-	10,400
Bank charges	1,569		1,569	-	1,569	1,523	-	1,523	-	1,523
Bad debts – Student fees	-	1,030	1,030	-	1,030	-	5,190	5,190	-	5,190
Contractor charges	-	12,405	12,405	-	12,405	-	5,759	5,759	-	5,759
Depreciation of plant and equipment	23,580	33,966	57,546	92,857	150,403	77,646	14,427	92,073	290,150	382,223
Event expenses	59,391	28	59,419	-	59,419	80,568	1,688	82,256	-	82,256
General insurance	140		140	-	140	158	-	158	112	270
Gifts	973	-	973	-	973	2,987	13	3,000	29	3,029
Governance & Compliance Service Fees, Event Setup Costs & Management Fees, Consultancy Fee	4,295	1,360	5,655	29,800	35,455	-	-	0	19,550	19,550
Learning journey expenses	15,200	4,000	19,200	12,400	31,600	8,000	-	8,000	-	8,000
License and subscription	-	63,666	63,666	300	63,966	990	62,250	63,240	4,293	67,533
Marketing and advertising	9,756		9,756	-	9,756	1,355	-	1,355	-	1,355
Minor assets expensed off	3,202	4,086	7,288	-	7,288	9,293	11,105	20,398	240	20,638
Postage and stamp duties	155	-	155	-	155	535	26	561	4	565
Printing and stationery	1,689	4,352	6,041	2,254	8,295	2,229	4,892	7,121	2,773	9,894
Rental - copiers	1,026	1,459	2,485	390	2,875	1,224	1,726	2,950	465	3,415
Repair and maintenance	2,519	92,001	94,520	4	94,524	806	84,598	85,404	-	85,404
Security expense - Premise	56,300	-	56,300	-	56,300	35,950	-	35,950	-	35,950
Staff costs	1,694,816	-	1,694,816	-	1,694,816	1,298,588	-	1,298,588	-	1,298,588
Telephone charges	5,169	1,038	6,207	1,670	7,877	5,227	207	5,434	584	6,018
Transportation	1,176	977	2,153	506	2,659	749	438	1,187	547	1,734
Transaction fees – donation platforms	11,600	-	11,600	-	11,600	16,791	-	16,791	-	16,791
Upkeep of motor vehicles	1,157	-	1,157	-	1,157	3,464	-	3,464	-	3,464
Utilities charges	90,332	-	90,332	-	90,332	92,943	-	92,943	-	92,943
Other expenses	-	40	40	-	40	45	-	45	200	245
	1,996,045	222,108	2,218,153	140,181	2,358,334	1,649,071	194,719	1,843,790	318,947	2,162,737
Total expenditure	2,505,341	3,104,853	5,610,194	1,198,522	6,808,716	2,130,031	2,943,694	5,073,725	1,132,973	6,206,698
NET (EXPENDITURE)/ INCOME FOR THE FINANCIAL YEAR	(59,619)	322,922	263,303	(888,742)	(625,439)	605,633	1,268,342	1,873,975	(811,877)	1,062,098

STATEMENT OF FINANCIAL POSITION AS AT 31 DECEMBER 2024

	2024 S$	2023 S$
ASSETS		
Current assets		
Cash and cash equivalents	10,584,715	12,907,520
Trade and other receivables	651,816	711,208
Other current assets	6,040	1,280
	11,242,571	13,620,008
Non-current assets		
Plant and equipment	293,910	379,795
Total assets	11,536,481	13,999,803
LIABILITIES		
Current liabilities		
Trade and other payables	1,129,221	1,315,330
Total liabilities	1,129,221	1,315,330
NET ASSETS	10,407,260	12,684,473
FUNDS		
Unrestricted funds		
Accumulated General Funds	3,528,031	3,587,650
Designated Funds	5,522,398	5,494,250
	9,050,429	9,081,900
Restricted funds		
Care and Share Fund	125,616	216,100
Lien Foundation Fund / CCCS Circle of Care Fund		
- Lien Foundation - Capital Expenditure	-	4
- Lien Foundation - Child Development Unit	-	2,024,856
- Lien Foundation - Student Care Centre	290,764	479,276
- Lien Foundation - Research,Consultancy and Training	363,888	403,839
Canossaville Education Fund	322,133	328,883
CCCS Enrichment & Therapy Intervention Programme (ETIP)	-	71
Canossa Mission Singapore	-	3,205
Lee Foundation S-Fan and PA System Fund	-	2,302
The Canossian Village Project (formerly known as Tote Board Social Service Fund)	206,471	65,997
Student Care Centre	47,959	78,040
	1,356,831	3,602,573
TOTAL FUNDS	10,407,260	12,684,473

The financial activities for Canossaville Children and Community Services were independently audited by Credo Assurance LLP. Our complete audited financial statements are available on our website.

STATEMENT OF CHANGES IN FUNDS FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2024

2024	Balance at the beginning of financial year S$	Net (expenditure)/ income for the financial year S$	Refund to grantor S$	(Note 9.1.2) Transfers of funds S$	Balance at the end of financial year S$
Unrestricted funds					
Accumulated General Funds	3,587,650	(59,619)	-	-	3,528,031
Designated Funds	5,494,250	322,922	(294,774)*	-	5,522,398
	9,081,900	263,303	(294,774)	-	9,050,429
Restricted funds					
Care and Share Fund	216,100	(90,484)	-	-	125,616
Lien Foundation Fund					
- Lien Foundation - Capital Expenditure	4	(4)	-	-	-
- Lien Foundation - Child Development Unit	2,024,856	(667,856)	(1,357,000)**	-	-
- Lien Foundation - Student Care Centre	479,276	(188,512)	-	-	290,764
- Lien Foundation - Research, Consultancy and Training	403,839	(39,951)	-	-	363,888
Canossaville Education Fund	328,883	(6,750)	-	-	322,133
CCCS Enrichment & Therapy Intervention Programme (ETIP)	71	(71)	-	-	-
Canossa Mission Singapore	3,205	(3,205)	-	-	-
Lee Foundation S-Fan and PA System Fund	2,302	(2,302)	-	-	-
The Canossian Village Project (Formerly known as Tote Board Service Fund)	65,997	140,474	-	-	206,471
Student Care Centre	78,040	(30,081)	-	-	47,959
	3,602,573	(888,742)	(1,357,000)	-	1,356,831
Total funds	12,684,473	(625,439)	(1,651,774)	-	10,407,260

2023	Balance at the beginning of financial year S$	Net (expenditure)/ income for the financial year S$	Refund to grantor S$	(Note 9.1.2) Transfers of funds S$	Balance at the end of financial year S$
Unrestricted funds					
Accumulated General Funds	2,982,017	605,633	-	-	3,587,650
Designated Funds	4,227,358	1,268,342	-	(1,450)	5,494,250
	7,209,375	1,873,975	-	(1,450)	9,081,900
Restricted funds					
Care and Share Fund	327,540	(111,440)	-	-	216,100
Lien Foundation Fund					
- Lien Foundation - Capital Expenditure	167,006	(167,002)	-	-	4
- Lien Foundation - Child Development Unit	2,373,748	(348,892)	-	-	2,024,856
- Lien Foundation - Student Care Centre	644,818	(165,542)	-	-	479,276
- Lien Foundation - Research, Consultancy and Training	441,170	(37,331)	-	-	403,839
Canossaville Education Fund	327,456	(23)	-	1,450	328,883
CCCS Enrichment & Therapy Intervention Programme (ETIP)	499	(428)	-	-	71
Khoo Chwee Neo Foundation Fund	17,648	(17,648)	-	-	-
Canossa Mission Singapore	3,205	-	-	-	3,205
Lee Foundation Laptop Fund	-	-	-	-	-
Lee Foundation S-Fan and PA System Fund	13,582	(11,280)	-	-	2,302
Student Transport Fund	674	(674)	-	-	-
The Canossian Village Project (Formerly known as Tote Board Service Fund)	69,085	(3,088)	-	-	65,997
Student Care Centre	26,569	51,471	-	-	78,040
	4,413,000	(811,877)	-	1,450	3,602,573
Total funds	11,622,375	1,062,098	-	-	12,684,473

* Based on the 2023 funding agreement, we are to refund utilised funds back to Caritas Singapore Community Council Limited.
** Lien Foundation requested for the refund as there were changes to our expansion plans, which the funds was intended for.

STATEMENT OF CASH FLOWS FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2024

	2024 S$	2023 S$
Cash flows from operating activities		
Net income for the financial year	(625,439)	1,062,098
Adjustments for:		
Depreciation of plant and equipment	150,403	382,223
Fixed deposit interest income	(249,086)	(317,344)
Interest income	(145)	(143)
Operating cash flow before changes in working capital	(724,267)	1,126,834
Changes in working capital		
Trade and other receivables	(54,801)	(160,854)
Other current assets	(4,760)	(1,110)
Other payables	(186,109)	134,055
Cash generated from operations	(969,937)	1,098,925
Interest received	145	143
Net cash generated from operating activities	(969,792)	1,099,068
Cash flows from investing activities		
Fixed deposit interest received	363,259	145,907
Placement of fixed deposits with maturity more than 3 months	(943,794)	(2,053,845)
Purchases of plant and equipment	(64,518)	(131,922)
Net cash used in investing activities	(645,053)	(2,039,860)
Cash flows from financing activities		
Refund to grantor	(1,651,774)	-
Net cash used in financing activities	(1,651,774)	-
Net decrease in cash and cash equivalents	(3,266,619)	(940,792)
Cash and cash equivalents at beginning of financial year	8,811,229	9,752,021
Cash and cash equivalents at end of financial year	5,544,610	8,811,229

9.1.2 DESIGNATED FUNDS

	Student Care Centre Fund	Child Development Unit	Preschool - Non EIPIC	Building Maintenance Fund	Joyce Chan Fund	Sister Theresa Chua Award	Canossaville Digital Fund	Canossaville Education Fund	Lee Foundation Digital Transformation Fund	Make A Difference M.A.D Fund	President's Challenge Fund (2023)	Extended Care Unit	Total
	S$	S$	S$	S$	S$	S$	S$	S$	S$	S$	S$	S$	S$
2024													
Income from – generating funds													
Voluntary income													
- Donations – Tax exempt	10,424	-	-	350	-	8,239	-	60,000	-	-	-	500	79,513
- Donations – Non-tax exempt	800	-	-	-	-	-	-	-	-	-	-	-	800
- Grants and fundings	399,416	25,394	387,161	-	-	-	-	-	-	-	41,667	254,575	1,108,213
	410,640	25,394	387,161	350	-	8,239	-	60,000	-	-	41,667	255,075	1,188,526
Income from charitable activities													
Preschool fees	-	-	979,006	-	-	-	-	-	-	-	-	-	979,006
Student care fees	695,171	-	-	-	-	-	-	-	-	-	-	-	695,171
Registration Fee Revenue	1,290	-	3,300	-	-	-	-	-	-	-	-	-	4,590
Insurance fee revenue	-	-	545	-	-	-	-	-	-	-	-	-	545
School Bus	-	-	9,483	-	-	-	-	-	-	-	-	-	9,483
Child development unit fee revenue	-	549,301	-	-	-	-	-	-	-	-	-	-	549,301
Children activities	3,033	-	5,355	-	-	-	-	-	-	-	-	-	8,388
Discount given	(315)	-	(25,337)	-	-	-	-	-	-	-	-	-	(25,652)
Product revenue	-	-	4,619	-	-	-	-	-	-	-	-	-	4,619
	699,179	549,301	976,971	-	-	-	-	-	-	-	-	-	2,225,451
Other income													
Sundry income	600	-	-	-	-	-	-	-	-	-	-	-	600
Cost allocation	-	-	-	10,390	-	-	2,808	-	-	-	-	-	13,198
	600	-	-	10,390	-	-	2,808	-	-	-	-	-	13,798
Total income	1,110,419	574,695	1,364,132	10,740	-	8,239	2,808	60,000	-	-	41,667	255,075	3,427,775
Cost of charitable activities													
Catering and refreshment	36,301	96	27,672	-	-	-	-	-	-	-	-	7,825	71,894
Subsidy expense	8,946	-	890	-	106,483	-	-	200	-	1,237	-	-	117,756
Contractors charges	9,401	20,112	1,800	-	-	-	-	-	-	-	-	-	31,313
Programme supplies	14,597	18,484	13,136	-	-	6,879	-	-	-	13,435	-	55,506	122,037
Preschool readers	-	-	585	-	-	-	-	-	-	-	-	-	585
Staff costs	727,783	301,506	1,422,363	-	-	-	-	-	-	-	-	22,600	2,474,252
Student welfare	-	-	-	-	-	-	-	-	-	-	-	-	-
Transportation and entrance tickets	2,947	240	39,010	-	-	-	-	-	-	12,608	-	10,103	64,908
	799,975	340,438	1,505,456	-	106,483	6,879	-	200	-	27,280	-	96,034	2,882,745
Governance and administrative costs													
Audit fees	800	-	900	-	-	-	-	-	-	-	-	-	1,700
Bad debts – Student fees	-	-	1,030	-	-	-	-	-	-	-	-	-	1,030
Contractor Charges	-	-	-	12,405	-	-	-	-	-	-	-	-	12,405
Depreciation of plant and equipment	-	-	439	-	-	-	9,132	-	3,712	-	20,683	-	33,966
Event expenses	28	-	-	-	-	-	-	-	-	-	-	-	28
Gifts	-	-	-	-	-	-	-	-	-	-	-	-	-
Learning journey expenses	2,000	-	2,000	-	-	-	-	-	-	-	-	-	4,000
License and subscription	-	-	-	-	-	-	63,666	-	-	-	-	-	63,666
Minor assets expensed off	880	-	2,319	-	-	-	887	-	-	-	-	-	4,086
Postage and stamp duties	-	-	-	-	-	-	-	-	-	-	-	-	-
Printing and stationery	2,656	-	1,695	-	-	-	-	-	-	-	-	1	4,352
Event Setup Costs & Management Fee	-	-	-	-	-	1,360	-	-	-	-	-	-	1,360
Rental - copiers	441	-	1,018	-	-	-	-	-	-	-	-	-	1,459
Repair and maintenance	543	-	9	91,449	-	-	-	-	-	-	-	-	92,001
Telephone charges	920	-	118	-	-	-	-	-	-	-	-	-	1,038
Transportation	430	-	352	-	-	-	-	-	-	-	-	195	977
Other expenses	-	-	-	40	-	-	-	-	-	-	-	-	40
	8,698	-	9,880	103,894	-	1,360	73,685	-	3,712	-	20,683	196	222,108
Total expenditure	808,673	340,438	1,515,336	103,894	106,483	8,239	73,685	200	3,712	27,280	20,683	96,230	3,104,853
NET (EXPENDITURE)/ INCOME FOR THE FINANCIAL YEAR	301,746	234,257	(151,204)	(93,154)	(106,483)	-	(70,877)	59,800	(3,712)	(27,280)	20,984	158,845	322,922

9.2 RESTRICTED FUNDS

	Lien Foundation Fund										
	Care & Share Fund	Lien Capital Expenditure	Lien Child Development Unit	Lien Student Care Centre	Lien Research, Consultancy and Training	Canossaville Education Fund	Canossa Mission Singapore-Preschool-Non-EIPIC	CCCS ETIP	Lee Foundation S-Fan and PA System Fun	The Canossian Village Project (Formerly known as Tote Board Social Service Fund)	Student Care Centre	Total
	S$	S$	S$	S$	S$	S$	S$	S$	S$	S$	S$	S$
2024												
Income from – generating funds												
Voluntary income												
- Grants and fundings	-	-	-	-	-	-	-	-	-	165,948	139,726	305,674
Other income												
Government Child Care Leave-Extended	-	-	-	-	-	-	-	-	-	-	696	696
Cost allocation	-	-	-	-	3,410	-	-	-	-	-	-	3,410
	-	-	-	-	3,410	-	-	-	-	-	696	4,106
Total income	-	-	-	-	3,410	-	-	-	-	165,948	140,422	309,780
EXPENDITURE												
Cost of charitable activities												
Household Supplies	-	-	24	-	-	-	-	-	-	-	-	24
Subsidy expense	-	-	-	-	-	6,750	-	-	-	-	-	6,750
Contractors charges	-	-	109,792	-	-	-	-	-	-	-	-	109,792
Programme supplies	-	-	2,431	-	-	-	3,205	-	-	-	-	5,636
Staff costs	-	-	537,849	188,512	13,561	-	-	-	-	25,474*	170,503*	935,899
Student welfare	-	-	240	-	-	-	-	-	-	-	-	240
Transportation and entrance tickets	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	650,336	188,512	13,561	6,750	3,205	-	-	25,474	170,503	1,058,341
Governance and administrative costs												
Depreciation of plant and equipment	90,484	-	-	-	-	-	-	71	2,302	-	-	92,857
Learning journey expenses	-	-	12,400	-	-	-	-	-	-	-	-	12,400
License and subscription	-	-	300	-	-	-	-	-	-	-	-	300
Printing and stationery	-	-	2,254	-	-	-	-	-	-	-	-	2,254
Professional fees	-	-	-	-	29,800	-	-	-	-	-	-	29,800
Rental - copiers	-	-	390	-	-	-	-	-	-	-	-	390
Repair and maintenance	-	4	-	-	-	-	-	-	-	-	-	4
Telephone charges	-	-	1,670	-	-	-	-	-	-	-	-	1,670
Transportation	-	-	506	-	-	-	-	-	-	-	-	506
	90,484	4	17,520	-	29,800	-	-	71	2,302	-	-	140,181
Total expenditure	90,484	4	667,856	188,512	43,361	6,750	3,205	71	2,302	25,474	170,503	1,198,522
NET (EXPENDITURE)/ INCOME FOR THE FINANCIAL YEAR	(90,484)	(4)	(667,856)	(188,512)	(39,951)	(6,750)	(3,205)	(71)	(2,302)	140,474	(30,081)	(888,742)

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INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF CANOSSAVILLE CHILDREN AND COMMUNITY SERVICES FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2024

Report on the audit of financial statements

Opinion

We have audited the financial statements of Canossaville Children and Community Services (the "Charity"), which comprise the statement of financial position as at 31 December 2024, and the statement of financial activities, statement of changes in funds and statement of cash flows for the financial year then ended, and notes to the financial statements, including material accounting policy information.

In our opinion, the accompanying financial statements are properly drawn up in accordance with the provisions of the Charities Act 1994 and other relevant regulations (the "Charities Act and Regulations") and Charities Accounting Standard in Singapore ("CAS"), so as to present fairly, in all material respect, the state of affairs of the Charity as at 31 December 2024 and the results, changes in funds and cash flows of the Charity for the financial year ended on that date.

Basis for opinion

We conducted our audit in accordance with Singapore Standards on Auditing ("SSAs"). Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Charity in accordance with the Accounting and Corporate Regulatory Authority ("ACRA") Code of Professional Conduct and Ethics for Public Accountants and Accounting Entities ("ACRA Code") together with the ethical requirements that are relevant to our audit of the financial statements in Singapore, and we have fulfilled our other ethical responsibilities in accordance with these requirements and the ACRA Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other Matter

The financial statements of the Charity for the year ended 31 December 2023 were audited by another firm of auditors who expressed an unmodified opinion on those statements on 21 June 2024.

Other information

Management is responsible for the other information. The other information comprises the Statement by the Management Committee (set out on page 1), but does not include the financial statements and our auditor's report thereon, which we obtained prior to the date of this auditor's report, and the annual report, which is expected to be made available to us after that date.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

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INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF CANOSSAVILLE CHILDREN AND COMMUNITY SERVICES FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2024 (CONTINUED)

Responsibilities of management and those charged with governance for the financial statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with the provisions of the Charities Act and Regulations and CAS, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Charity or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Charity's financial reporting process.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with SSAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with SSAs, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

a) Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

b) Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Charity's internal control.

c) Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.

d) Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Charity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Charity to cease to continue as a going concern.

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INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF CANOSSAVILLE CHILDREN AND COMMUNITY SERVICES FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2024 (CONTINUED)

Auditor's responsibilities for the audit of the financial statements (cont'd)

e) Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Report on other legal and regulatory requirements

In our opinion:

(a) The accounting and other records required to be kept by the Charity have been properly kept in accordance with the provision of the Charities Act and Regulations.

During the course of our audit, nothing has come to our attention that causes us to believe that during the financial year:

(a) The Charity has not used the donation moneys in accordance with its objectives as required under Regulation 11 of the Charities (Institutions of a Public Character) Regulations; and

(b) The Charity has not complied with the requirements of Regulation 15 of the Charities (Institutions of a Public Character) Regulations.

CREDO ASSURANCE LLP
Public Accountants and
Chartered Accountants

Singapore,

14 April 2025

Partner-in-charge: Lim Sue Ann
PAB No.: 02061

Corporate Governance

Operating Principles & Governance Policies

Canossaville Children and Community Services (Canossaville) adheres to the principles and guidelines of the Code of Governance for Charities and Institutions of a Public Character (Revised 2017) ("Code of Governance"), the Charities Act, and regulations as governed by the Commissioner of Charities and its own Constitution documents. For the year in review, Canossaville continued its firm commitment to the governance and sustainability of Canossaville's mission.

Management Committee Roles & Composition

The roles and composition of the Canossaville Management Committee (CMC) are:

- Determine the mission and steer organisation towards Mission
- Guide and ensure effective strategic organisational planning
- Determine, monitor and strengthen the organisation's programmes and services
- Ensure adequate financial and human resources

There are sub-committees that support the CMC in overseeing key areas of accountability, comprising:

- Finance
- Governance, Audit & Risk Management

All Sub-committees have Terms of Reference that are approved by the CMC. CMC members also sit in the Sub-committees to provide oversight.

Members of the Sub-committees are carefully selected to ensure diverse expertise, equitable responsibilities, and expert contributions to decision-making in respective management areas. They are appointed by the Provincial Leader of (CDC) as well. All Committees maintain records of all proceedings, and copies of resolutions passed by such committees, be it at meetings or by resolutions in writing, are provided to the CMC.

GOVERNANCE: Canossaville Management Committee (CMC) & Management

Canossaville is governed by a Canossaville Management Committee (CMC) of 8 board members, all of whom are volunteers with no business relations with Canossaville. They are appointed by the Provincial Leader of Canossian Daughters of Charity (CDC) in a formal and transparent process, based on the strength of their personal and professional calibre to contribute to the strategic oversight of Canossaville. They are nominated by the Provincial Leader of CDC and approved by the CMC, based on their knowledge, skills, expertise, experience and ability to contribute to the development of Canossaville.

Board members will serve for a term of two years, subject to a maximum total term of ten (10) consecutive years. They can be reappointed after a lapse of not less than two (2) years. Board member who serves for more than ten (10) consecutive years, the extension shall be deliberated and approved at the general meeting where the Board member is being reappointed to serve. Reasons for retaining the Board member will be disclose in the annual report. The Treasurer or Assistant Treasurer cannot serve for more than four (4) consecutive years. However, such persons are eligible for appointment to the same post after a lapse of not less than two (2) years.

The CMC's Terms of Reference is approved by the CMC and agreed by each Board member upon appointment. The CMC and Management of Canossaville firmly believe that a genuine commitment to good corporate governance is essential to the sustainability of Canossaville' mission to support the community and are collectively responsible in ensuring compliance with the Code of Governance and all relevant laws and regulations. Individual Board members complete a self-evaluation annually to evaluate competencies in specialized fields which may be of benefit to Canossaville. This is submitted to the Chairman to review the results. The consolidated submissions are then shared with the entire CMC for peer consideration.

All CMC members and Sub-Committee members are given induction which contains key organisational information, Terms of Reference, and various policies such as Conflict of Interest Policy, Whistle Blowing Policy, Risk Management Policy, amongst others. They are encouraged to attend an orientation session conducted by the Management Team. Training for CMC members are arranged based on their area of involvement in Canossaville and feedback provided in the annual self-evaluation.

Remuneration Of Committee Members And Related Party Transactions

The Committee Members are volunteers and receive no monetary remuneration for their Committee services. There is no claim by the members for services provided to Canossaville, either by reimbursing them or by providing them with an allowance or by direct payment to a third party. In accordance with the Code of Governance, the Committee members, or people connected with them, do not have any transactions, relationships or can significantly influence or is significantly influenced by another party. There are no paid staff(s) who are close members of the family of the executive heads or Management Committee members, and whose remuneration each exceeds $50,000 during the financial year.

Disclosure And Transparency

The CMC members adhere to regular evaluation of its performance and effectiveness and ensure compliance with the requirements in the Code of Governance. Canossaville makes available to its stakeholders an annual report that includes information on its governance, programmes, activities, services, audited financial statements, CMC members and Management. The annual report is also published online via Canossaville' website.

For the financial year, CMC members did not receive any remuneration in their capacity as CMC members.

No staff is involved in setting their own remuneration, and no employee serve as CMC members.

Total annual remuneration of the top three highest paid staff:

Remuneration band (in bands of $100,000)	FY2024	FY2023
Below S$100,000	2	3
S$100,000 to S$200,000	1	-

Volunteer Management

Volunteers, whether individuals or corporate entities, play a pivotal role in facilitating our service delivery and meeting programme requirements. In the Financial Year 2024, Canossaville engaged 1,199 volunteers. The Partnership & Outreach team adopts a Volunteer Management Framework which provides guidelines on effective and efficient volunteer management processes including recruitment and placement, retention, supervision and review. New volunteers must undergo an onboarding briefing and commit to adhering to the Volunteer Code of Conduct, which includes maintaining confidentiality and complying with the Personal Data Protection Act 2012. Continuous training sessions are organised to enable volunteers to make effective contributions while prioritising the well-being and safety of our service users or beneficiaries.

Conflict of Interest Policy

Canossaville's Conflict of Interest Policy aims to protect the organisation's welfare and best interests. All employees of Canossaville have a responsibility to administer the dealings of Canossaville honestly and prudently, and exercise their best care, skill, and judgment for the sole benefit and best interest of Canossaville.

All employees and board members shall exercise the utmost good faith in all transactions involved in their duties, and they shall not use their positions with Canossaville, or knowledge gained therefrom, for their personal benefit. There shall be no vested personal interest or interest of third parties.

Financial Management And Internal Control

The CMC together with the Finance Committee (FC) ensures internal control systems for financial matters are in place with documented procedures.

- The FC reviews the annual budgets before submission to the CMC for approval.
- Internal control policies and management review controls in key areas such as revenue, receipting, procurement, payment, delegation of authority and approval limits are practised to ensure compliance and the key controls are reviewed regularly to ensure its effectiveness.
- The financial records have been properly maintained and the financial statements give a true and fair view of Canossaville's operations and finances.

In the Financial Year 2024, Canossaville did not provide loans to any persons, establishments or related parties.

Reserve Policy

The reserves (Total General and Unrestricted Funds) of Canossaville as at 31 December 2024 stood at $9,050,429. Our policy defines reserves as funds that are available for the operating needs of Canossaville and not subject to commitments and other planned expenditure. Reserves do not include restricted funds. Canossaville has a policy guideline to work towards maintaining a healthy reserve level of three (3) years of its annual operating expenses. The ratio of reserves to annual operating expenditure as at 31 December 2024 was 1.33. There is an annual review of Canossaville's Reserve Policy. The details of designated and restricted funds and their purpose are included in the Financial Statements. There is no planned timing of use of the restricted funds.

Fundraising Practices

Canossaville is committed to ensuring that our fundraising practices are ethical and conducted in the most honest and transparent manner at all times in line with the Fundraising Guidelines by the Commissioner of Charites. We promote a high level, of accountability for the funds raised to be used for the specific programmes and services communicated to donors. Different communication platforms and channels are set up for donors to provide feedback to Canossaville. We also uphold the highest standards to protect donors information and confidentiality through stringent processes and compliance with the Personal Data Protection Act of Singapore.

The total fundraising expenses of Canossaville did not exceed 30% of the total receipts from fundraising and sponsorships for the Financial Year 2024. Details of the fundraising activities can be found in the Annual Report.

Audit Practices And Risk Management

Governance & Risk Management Department works closely with the Governance & Audit Committee (GAC) and the Management to systematically assess the internal controls of Canossaville. Reviews are conducted regularly based on agreed upon scope. Processes are reviewed on rotational basis across the years. Canossaville statutory auditor is Credo Assurance LLP.

The CMC and Governance & Audit Committee (GAC) are assisted by the Governance & Risk Management Department to evaluate the adequacy and effectiveness of Canossaville's risk management and internal control systems, including financial, operational, compliance and information technology controls.

Whistleblowing Policy

Canossaville is committed to lawful and ethical behaviour in all its activities and requires that its internal stakeholders conduct themselves in a manner that complies with all applicable laws and internal policies.

In keeping with this commitment and Canossaville's interest in promoting open communication, our whistleblowing policy exists as a means for all internal stakeholders to report unethical practices and the contravention of regulations pertaining to governance or finance matters.

Any person covered by this policy may make their reports to their immediate supervisors or via email to whistleblow@canossaville.org.sg which will be accessed by the authorised person in charge. Employees who raise concerns in good faith are given reassurances that they will be protected from reprisals or victimisation.

Personal Data Protection Act Policy (and Donor Confidentiality)

Canossaville respects the rights of our internal and external stakeholders to be treated courteously and fairly, and to have their privacy protected. Canossaville is committed to complying with the Personal Data Protection Act (PDPA) passed by the Singapore Government Parliament in October 2012. Personal information is given in good faith by our stakeholders and the information will only be used to maintain or enhance their relationship with Canossaville. For example, they can unsubscribe from mailing lists at any time through a link included in emails or upon sending their requests to Canossaville.

Canossaville also maintains a high level of confidentiality concerning donor information. Their details will not be published in any form of communication unless there is written consent from the donor. Canossaville has put in place procedural, physical, and electronic means to safeguard the personal information of our stakeholders and will not rent, exchange, or sell their information to other organisations.

Most importantly, Canossaville is committed to protecting the privacy of our children. Wherever possible, the identity of children is hidden, i.e., ensuring that their faces are not seen in photos. Parents are required to give media consent for their children before they are featured in our external communications.

Environmental, Social, and Governance (ESG) Factors

At Canossaville Children and Community Services, we are committed to incorporate Environmental, Social, and Governance (ESG) considerations into all aspects of our activities, operations and strategies. Our efforts reflect our dedication to sustainability, community well-being, and strong governance, which are fundamental to our mission and values.

Environmental

Canossaville is actively working towards reducing our environmental footprint by adopting sustainable practices. We focus on reducing resource consumption, reusing materials where possible, and recycling waste to ensure the effective use of resources.

Key initiatives include:

- **Resource Reduction:** We prioritize energy efficiency in our facilities, actively seeking to reduce energy consumption without compromising the comfort and safety of our spaces.
- **Reuse and Recycling:** We emphasize reusing materials for similar or new purposes, particularly in our arts and crafts programs. In our community programs, we encourage participants to engage with recycled materials, fostering awareness and creativity in sustainability.
- **Sustainable Practices in Events:** We integrate sustainability into our events, promoting the use of recycled materials for decorations, performances, and activities.

Preschool children made iconic Singapore landmarks and lanterns using recycled materials for the National Day and Mid-Autumn Festival celebrations.

Social Impact and Community Engagement

At Canossaville, our social impact extends to building meaningful relationships within our community, supporting staff well-being, and fostering an inclusive and caring environment for all stakeholders.

Key social initiatives include:

- **Community Support:** We are deeply committed to serving families and individuals in need, particularly within the MacPherson area. We also supported more than 400 residents from St Joseph's Home and Villa Francis Home with groceries and food through our contribution. In 2024, Canossaville distributed approximately 300 Care Packs containing essential food items to vulnerable community members. This initiative benefited an estimated 1,000 individuals and 300 families, providing them with essential support during challenging times.

- **Employee Well-being**: We recognize the importance of nurturing our staff and ensuring their well-being. To foster a positive workplace culture, we introduced the Just Say It - Canossaville KopiTiam, a casual space where staff members can engage in open, fruitful conversations with the People & Formation Team. This initiative aims to promote mental and emotional well-being while enhancing communication across the organisation.

Governance and Compliance

Governance is a core pillar of Canossaville's operations. We understand the importance of maintaining the highest standards of governance, transparency, and accountability, especially as a charitable organization. As such, we ensure that our practices align with all relevant regulations, including the latest Code of Governance for Charities.

Key governance practices include:

- **Governance and Compliance Reviews:** To assess our adherence to governance standards, Canossaville engaged an external consultant to conduct a Governance Compliance Review and a Personal Data Protection Act (PDPA) Compliance Review. These reviews help us identify areas of strength and opportunities for improvement in our governance practices.
- **Risk Management:** Recognising the significance of risk management, we have undertaken a comprehensive Organizational Risk Assessment. This process allowed us to identify and evaluate key risks, ensuring we have measures in place to mitigate them.
- **Cultivating a Governance Culture:** Canossaville is committed to building a strong governance culture. The Management Committee, along with our senior management and staff, are aligned in our pursuit of robust governance practices. To support this, any new manuals, policies, or procedures are briefed to and communicated with the relevant departments and staff. These documents are made easily accessible to ensure full transparency. Additionally, we have launched online training quizzes for staff to complete. These quizzes are designed to help staff understand the regulations that apply to our organization and to familiarize them with our governance framework. To reinforce this knowledge, we conduct regular refresh briefings and quizzes to ensure ongoing awareness. Furthermore, we have formalized our internal audit process to ensure compliance, create awareness, and identify areas for improvement, strengthening our commitment to governance excellence.

CMC members' Training and Engagement

In October 2024, CMC members participated in the Charity Governance Conference 2024, where they gained valuable insights into the latest governance trends and practices. In June 2024, they also attended the BoardMatch Networking Event organised by National Volunteer & Philanthropy Centre (NVPC), further strengthen the Sub-committee capabilities.

June 2024 - BoardMatch Networking Event organised by NVPC

October 2024 - Charity Governance Conference 2024

Governance Evaluation Checklist

For the period of January 2024 to December 2024

S/N	Code of Guidelines	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 reappointment, 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 reappointment 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	

Governance Evaluation Checklist

For the period of January 2024 to December 2024

S/N	Code of Guidelines	Code ID	Response	Explanation
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	
13	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: 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	No	We have two board members who have served on the Board for more than 10 consecutive years. The re-appointments were approved by the Board. The reasons for retaining, as well as succession plan were disclosed in the Annual Report.
14	For Treasurer (or equivalent position) only: 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 responsibly, 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	No	Discussion and planning for consideration of ESG factors is ongoing. We aim to include ESG elements into our activities soon.

Governance Evaluation Checklist

For the period of January 2024 to December 2024

S/N	Code of Guidelines	Code ID	Response	Explanation
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	Partial Compliance	Risk identification and risk assessments for the charity were completed. Risk Management Policy was approved by the CMC. While Risk Owners are clear on their roles and responsibilities, they are still monitoring their risks and implementing controls.
25	Set internal policies for the charity on the following areas and regularly review them: 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	Partial Compliance	Most of the manuals and policies were approved by the CMC. There are some policies that are under review and will be approved by CMC soon.
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	

Governance Evaluation Checklist

For the period of January 2024 to December 2024

S/N	Code of Guidelines	Code ID	Response	Explanation
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	No	The Management is still working on the Business Continuity Planning (BCP) and Business Impact Analysis (BIA).
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. a. The Board meetings should have an appropriate quorum of at least half of the Board, if a quorum is not stated in the charity's governing instrument.	5.6b	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	
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	

The Year Ahead

As we set our sights on 2025, we stand on the cusp of yet another stage of our journey and we are filled with anticipation and enthusiasm for the opportunities that lie ahead. Our commitment to nurturing the potential of every child and family within our community remains steadfast. Our guiding principles will continue to shape our journey as we strive to enhance our services and fulfil our mission at Canossaville.

Recognising that our greatest asset is our dedicated team, Canossaville is committed to investing in their professional growth. By enhancing the skills of our staff, we aim to foster a culture of innovation and continuous development, empowering them to provide the highest level of support to the children and families we serve.

Operational excellence will remain a focal point for us in the upcoming year. By optimising our operations, we will enhance our capacity to respond to evolving needs and ensure the delivery of holistic support. Through this, we strive to provide the highest quality of care and support to our young beneficiaries and their families, enabling them to thrive in a nurturing environment.

Building on our commitment to positively impact the lives of children and families, our Saturday Care Programme continues in 2025. This initiative provides an enriching environment for children who may otherwise face gaps in appropriate care. Through these efforts, we aim to equip our children with the tools necessary for personal growth and resilience.

Collaboration will remain central to our approach in 2025. We will actively seek to strengthen existing partnerships and forge new alliances with agencies, educational institutions, foundations, and corporate partners. By working collaboratively, we can create a more inclusive and supportive ecosystem for children and families, ultimately enriching the communities we serve.

As we embark on another chapter, we remain steadfast in our commitment to our vision: forming hearts, transforming lives, and empowering communities. Together, we will navigate the challenges and opportunities that lie ahead, ensuring that every child receives the support they need to thrive. We are grateful for the unwavering support of our donors, partners, and community members as we work collectively towards a brighter future for all.

May 2025 be a year of growth, compassion, and transformative impact for Canossaville and the families we serve. Thank you for being an integral part of our journey.

Acknowledgements

On behalf of the Sisters, staff, and children of Canossaville Children and Community Services, we sincerely thank all our partners, donors, and volunteers.

It is only with your unfailing support that we are able to continue serving the children and families in our care.

We would like to give special thanks to the following government agencies:

Early Childhood Development Agency (ECDA)
Ministry of Health (MOH)
Ministry of Social Family Development (MSF)
National Council of Social Services (NCSS)
SG Enable

Canossaville is an approved Institution of a Public Character (IPC) authorised to issue tax deduction receipts to donors for qualifying donations made. All cash donations made in 2024 are eligible for a 250% tax deduction.

To contribute to our mission, you may donate via the following methods:

ONLINE DONATIONS
Please visit
canossaville.org.sg/donate

CASH DONATIONS
Please call **6748 5777** to make an appointment

CHEQUE DONATIONS
Please make the cheque payable to
Canossaville Children and Community Services
and mail it to
1 Sallim Road, Singapore 387621 (Gate 3)

DONATION IN KIND
Please visit
canossaville.org.sg/donate
to view our wish list.
You may also drop us an email at
hello@canossaville.org.sg
for more information.

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/company/canossaville

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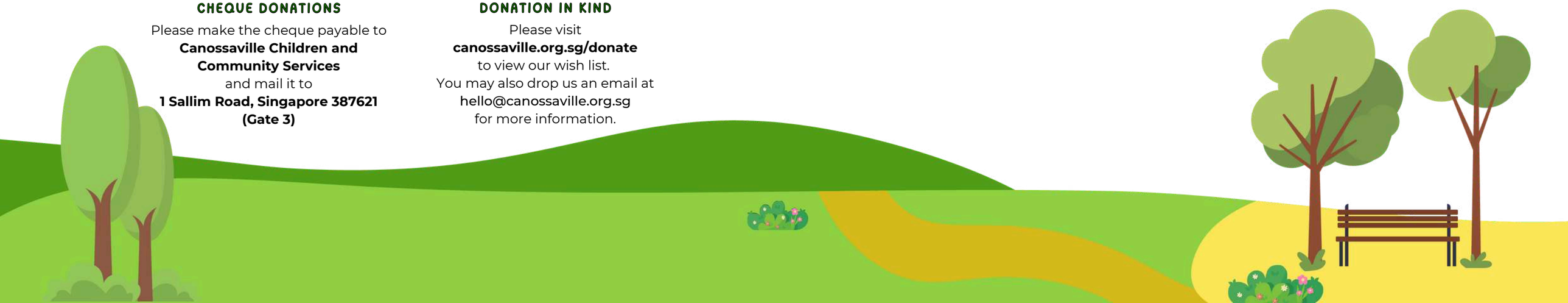
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