

# Breaking the Hurt Cycle

**LCCS**

*Changing stories,  
transforming lives.*

LUTHERAN COMMUNITY CARE SERVICES

“Everyone has different life stories  
that sprung from their families.  
Be it sweet, be it bitter,  
to us **RELATIONSHIPS** matter.”

“It breaks; it **restores**.  
It hurts; it **heals**.  
It weakens; it **strengthens**.  
It’s absent; it’s **built**.”

Dear Amazing  
**YOU**  
ur  
Manifesto

Every **INDIVIDUAL** wants to experience **LOVE, CARE, MEANING**  
and **PURPOSE** in life through supportive and nurturing **RELATIONSHIPS**.

Our **CALLING** is to **CHANGE** stories and **TRANSFORM** lives.

We are no more than ordinary people,  
who aspire to do no less than **EXTRAORDINARY** things.

At the heart of it all, we are connected with one another.  
Everyone is community, and **COMMUNITY** is **EVERYONE**.

Everyone has a **VOICE**, and every voice should be **HEARD**.

With compassion, empathy and enthusiasm,  
we will **JOURNEY** with **YOU** to make sense of life’s experiences.

Together we make the **PRESENT** a hopeful place.



*Changing stories,  
transforming lives.*

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# PEACE BE WITH YOU

*I want to take this opportunity to thank all of you for participating in this event in support of Lutheran Community Care Services. Your support makes it possible for us to continue to change stories and transform lives.*

A special thanks to Minister Desmond Lee, Minister for Social and Family Development of Singapore for graciously gracing our event, Charity Golf 2018.

In 2017, LCCS was able to train a total of 720 teachers, Social Service Practitioners and Prison Service Officers in Restorative Practices (RP) and engage 82 inmates in the Victim Empathy Programme. On the school front, we were able to equip 383 students and 24 teachers in the Building Good and Effective Relationships (BGER) programme at one of the primary schools and newly collaborate with a new primary school for the Builders' Project. We are glad that RP is gaining more traction in primary schools and we have the opportunities to do more upstream work to build connected communities in schools. In addition we were able to facilitate the reconnection between 66 parents and their children in our more intensive work in trying to repair relationships and break the hurt cycle.

Our Family Work Services (FWS) had completed 287 Adoption Home Study Reports since 2011 and thus far, 111 couples had attended the marriage preparation programme. In 2017, FWS launched the marriage enrichment programme (MEP). The MEP has the primary objective of enabling couples to build strong, fulfilling and resilient marriages through acquiring pertinent knowledge and skills via the process of coaching, facilitation and counselling.

Apart from the above we also reached out to 85 beneficiaries through our Blessing Beneficiaries Christmas Programme and 320 through special sessions on Raising and Nurturing the next Generation.

May God continue to bless you richly according to His abundant grace.

In God's love,  
**Bishop Terry Kee**



我借此机会向所有信义社区关爱服务(LCCS)的支持者献上感恩。您的支持让我们能持续“改变生命篇章、转化人生”的使命。

特别感激新加坡社会及家庭发展部部长李智陞莅临我们的2018 高尔夫慈善活动。

在2017年，LCCS培训了720名教师、社会服务工作者和监狱官有关修复实践理念与运用。也有82名囚犯参与我们主办的“受害者同理心计划”。在LCCS为教育学府组办的计划中，我们装备一所小学的383名学生和24名教师“建立良好和有效的关系”，并与一所新的小学合作开展了Builders' Project“建设者计划”。这个计划集中于提升学生、家长及教育工作者建立良好和有效的关系的能力。我们感到高兴的是，修复实践吸引了更多小学参与其中，我们有机会在学校里做更多的预防和发展工作，以建立相互联系的社区。与此同时，我们以密集进深的策略、赋予修复受损的关系和终止伤害循环的理念，因而促进了66名父母与他们的子女的关系。

自2011年，我们的家庭工作服务(FWS - Family Work Services)完成了287份“领养家庭评估报告”。到目前为止，已有111对

夫妇参加了婚姻预备培训。在2017年，FWS推介了巩固婚姻计划(MEP - Marriage Enrichment Programme)。MEP的主要宗旨是通过指导、协调和辅导，让夫妻获得相关知识和技能，促进夫妻建立稳固、充实和坚韧的婚姻。

除此之外，LCCS透过“圣诞节祝福”平台，让85名受惠者获益。我们还有320名受惠者参加了如何“养育和培养下一代”的讲解。

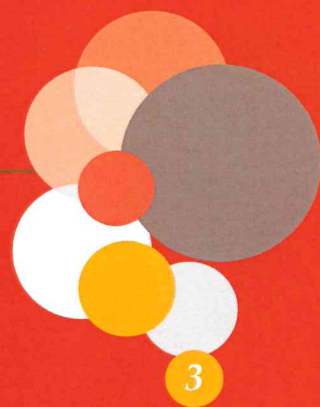
愿上帝以祂丰盛的恩典继续赐福于您们。

以上帝之爱，

纪木和会督



愿平安与您同在



# GRATITUDE and THANKFULNESS

## 感恩与感谢

4

# W

*When LCCS started advocating for restorative justice, the concept was hardly understood. After more than 10 years, we are beginning to see a growing interest in the organizations that we have been reaching out to - especially in schools, youth and adult rehabilitation and community work. We believe when you break the hurt cycles in relationships, individuals will be happier and socially connected and be more responsible.*



After 16 years at the helm of LCCS, I am pleased to announce that I have stepped down and passed the baton to Justin Mui. Justin has been in LCCS for the last 11 years. He is passionate about social work and he would not hesitate to go the extra mile. For instance, when the youth needs a temporary shelter, he would house them. Many of the youth he had helped are still in contact with him. He started as an intern and rose to become the head of department. He is trained in psychology and social work and holds a Masters in Tri-Sector Collaboration from the Singapore Management University.

I would like to express my gratitude for your faithful support all these years in our fund-raising events. We owe much of our organizational growth to your support. Looking forward, I hope you will continue to support LCCS and the new leadership team as they seek to break the hurt cycles of people's lives to transform relationships.

Sincerely,  
**Daniel Ang**

当信义社区关怀服务 (LCCS) 开始倡导修复公义时, 这个概念几乎无人理解。十多年后, 我们开始发现我们所接触的组织特别是学校、青年和成人复原与社区工作机构, 对这个理念越来越感兴趣。我们相信, 当您终止人际关系中的伤害循环时, 每个人都会更快乐、更有社会归属感, 也对个人与社会更有责任感。

在执掌LCCS 16年后, 我很欣慰地宣布, 我已卸任并把使命传承给梅志明先生(Justin Mui)。志明先生在LCCS任职了11年。他对社会工作充满热情、经常不遗余力地支持受惠者让他们脱离困境。例如, 当年轻人需要临时住处时, 他会为他们提供栖身之所。他帮助过的许多年轻人仍然与他保持联系。他以实习生起步, 后来被升迁为部门主管。他受过心理学和社会工作方面的培训, 并拥有新加坡管理大学 (SMU) Tri-Sector Collaboration 硕士学位。

对我们的发展很大程度上要归功于你们多年来给予我们募款活动的忠实支持, 因此我衷心感恩。展望未来, 我期盼你们继续支持LCCS和新的领导团队。他们将持续终止人们生活中的伤害循环, 从而积极转化人际关系。

诚挚感恩。

洪国土

**T** *This year, we fondly bid our CEO and founder Rev Daniel Ang goodbye as he steps down from leadership after 16 years of taking the helm. It has been Rev Daniel's visionary and pioneering spirit that contributed to the building of an organisation that remains relevant to the needs of individuals and communities who are hurting.*



Building on the foundations laid, LCCS endeavours to be responsive in journeying with individuals and communities to break the hurt cycle. Through our experience, we realise that time alone does not heal all wounds. The work of restoration and making things right is hard work.

For that reason, we count it our privilege to witness and celebrate the following with great joy:

- Students repairing relationships with peers, teachers and parents
- Parents accepting responsibility for actions that might have affected their children
- Adoptive parents receiving favourable home study reports and adopting children who might have experienced rejection
- Couples rebuilding their marriage and experiencing marital satisfaction
- Inmates recognising the impact of their crime on victims and the need to make things right

With all your support and contributions, LCCS will continue to be responsive to the call to break the hurt cycle and proactively build connected communities of empowered individuals. We urge you to lend your strength in advocating for connected and restorative communities as a way of life.

All my best,  
**Justin Mui**

今年，我们向领导信义社区关怀服务（LCCS）16年后卸任的执行主任和创始人洪国士先生道别。基于洪先生的远见卓识和开拓精神，LCCS发展为一所为受心灵创伤的社群服务的机构。

基于已奠定的基础，LCCS致力于应对以终止人与人之间伤害的循环。依据我们的经验，我们意识到所有的伤痛并不能随着时光而痊愈。进行修复工作与弥补过错是件艰辛困难的事。

因此，我们荣幸地见证并欢庆我们以下的成果：

- 学生与同学、老师和家长们修复关系。
- 家长们对那些可能影响他们孩子的行为负责任。
- 有领养意愿的家长获得了领养家庭评估报告后并领养了那些原本可能被弃绝的孩子们。
- 夫妻重建他们的婚姻并提升了婚姻满意度。
- 囚犯认识到他们的罪行对受害者的影响并作出弥补行为。

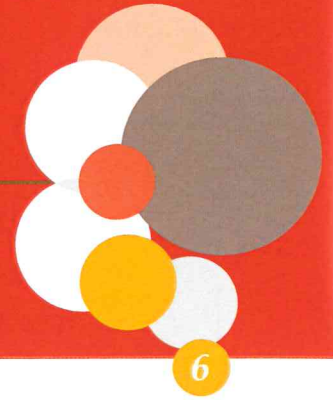
因着您的支持和捐献，LCCS将继续履行使命来终止伤害循环，并主动于构建联通的赋权社群。我们呼吁您借力，同我们倡导修复与联通的社群的理念。

致以最好的祝愿！

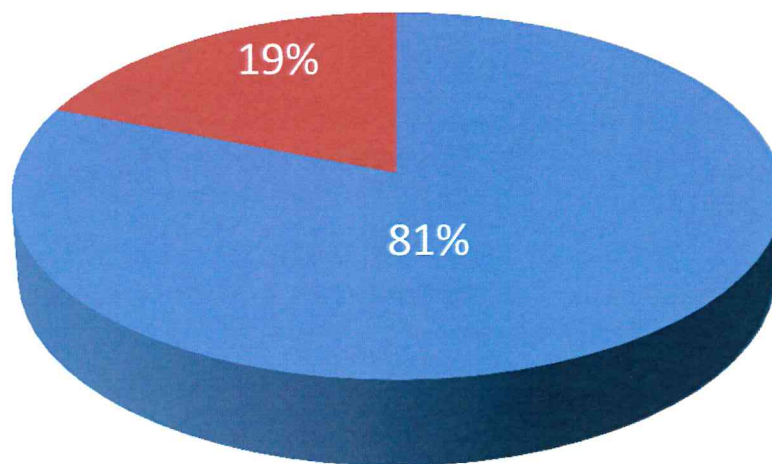
梅志明

**EXECUTIVE DIRECTOR'S**  
**message**

# SOURCE and UTILIZATION of FUNDS



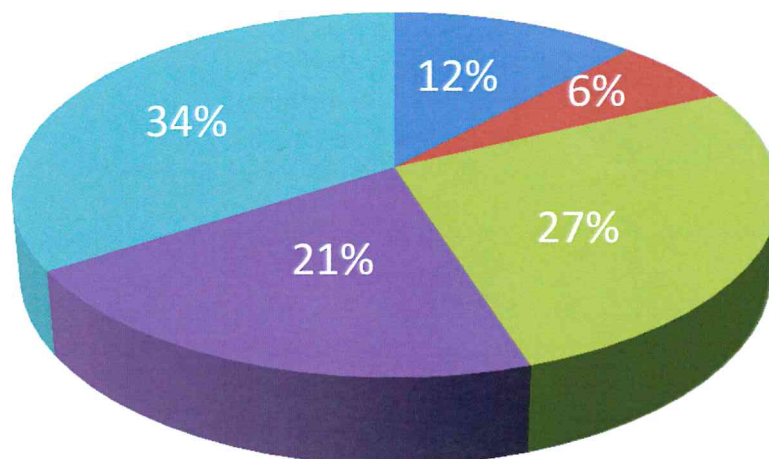
## Funds Utilization



■ Direct Services

■ Overheads

## Source of Funds



■ Others

■ Contributions

■ Programme Funding

■ Programme Fees

■ Donation & Fundraising





extremely supportive prison authority. This enables us to work with their staff to build relationships with and among the inmates. In fact, we are now piloting a family restoration programme where we hope to expand the outreach to more families in the community. LCCS' vision is to break the cycle of hurt in Singapore, where we advocate "Relationship Matters" is fundamental to living life. Shafiq is now working in the

## President's Challenge 2018

# "Restoration of Broken Bonds: Process of Recovery"

*Our client Shafiq is now 21 years old. At 18 he was a young offender who was incarcerated and sentenced to 27 months in Prison.*

LCCS in our effort to heal hurts and restore individuals and families, work extensively in prisons. Our social worker befriended young Shafiq, who was full of gratitude and thankful to have someone journeying with him through this very difficult time. We continue to engage Shafiq during this vital reintegration phase to provide the much-needed support to help him cope after serving his term; and to reconcile with his family. We are happy to see him doing well in his work life. Besides restoration of relationships, our aim is also to reintegrate him into the community. The healing process includes positive activities with support network. Shafiq is currently active in our cycling club. We aim to help Shafiq bond with his father as his father was a cycling enthusiast, and a ride is being planned. In our efforts to restore and build relationships, we deeply appreciate the

retail sector, at Sports Link. He has a wonderful group of supportive colleagues and an understanding manager who accept his past. Though it is still the initial stages, it is a journey which we shall take with Shafiq, and many more.



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# ADOPTION - finding a family for a child

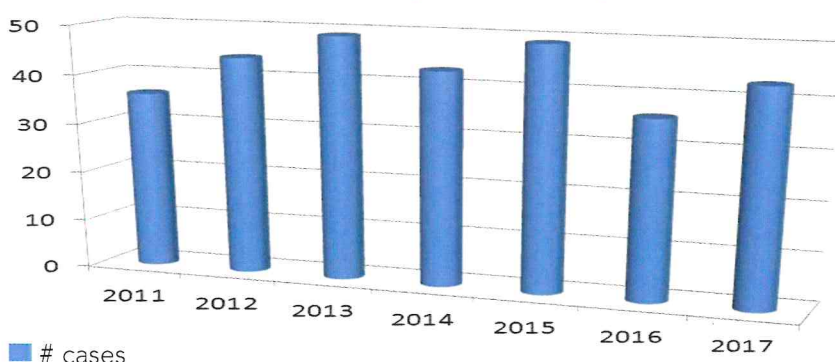
*LCCS is one of the four agencies accredited by the Ministry of Social and Family Development (MSF) to conduct Adoption Home Study Reports (HSRs) for prospective parents who want to adopt a child. Since 2011, LCCS has completed about 300 HSRs and many of these prospective parents have successfully adopted a child.*

The adoption services fulfilled two primary objectives, namely to enable married couples to fulfill their dreams of parenting and to find families for underprivileged children who have lost their parents or whose parents were not in the position to continue to care for them.

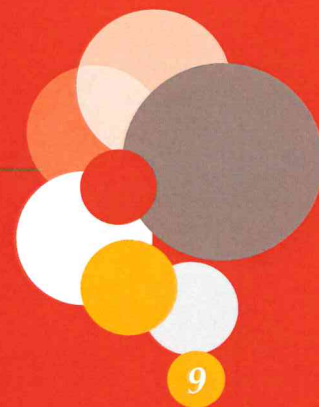
For every HSR that has been completed, LCCS has the conviction that an underprivileged child will be granted a valuable opportunity to receive love, care and nurture from a loving adoptive family. Conversely, many of the adoptive parents have shared that they have been blessed abundantly by their adopted children. It has been a great joy and privilege for LCCS to witness the transformation of numerous children through adoption. Many of these children have experienced rejection, abuse, neglect or abandonment

prior to the adoption. For some adoption cases, our assessors have to conduct Post Placement Reports (PPR), which have the primary objectives of assessing the adoptive parents' parenting skills in looking after their adopted children and whether the adopted children have been adjusting well to their adoptive families. During the PPR process, the assessors had assessed and witnessed that the adopted children have adjusted and adapted well in their adoptive families. Many of the adoptive parents have shared their family pictures which depict their family bliss with our assessors. The adoption experience has certainly been very positive and fulfilling for many adoptive parents, which is evident by the fact that many of these adoptive parents have proceeded to adopt more than one child.

HSR Cases (2011 to 2017)



LCCS has received requests from many of our HSR clients to provide adoption placement services. LCCS hopes to develop new services which include placement services, post-placement counseling and research on adoption. LCCS is exploring the feasibility of setting up placement services to reach out to the many underprivileged children and place them in loving, caring and nurturing home environments. The adoption placement services will ensure and maintain the BEST PRACTICES in adoption placement which includes legal compliance, moral integrity and focusing on the best interests of the child. We look forward to your continuing support for our work which will enable us to reach out to these underprivileged children who are in need of loving, caring and nurturing families.



# VALIDATION from BENEFICIARIES

## Youth At Risk Engagement (YARE) Programme

### **School Counsellor:**

"Through the programme conducted by LCCS, Sam was attached to a mentor who met him weekly and shared many personal stories with him. The mentor was a very positive influence for Sam. He still checks in with Sam from time to time to find out how he's doing. Sam has also since tried his best to quit smoking and left the gang he was associated with."

**Youth:** "Thanks Bigbird (Daniel Chee)! Without you, Yee Ann and Enci, I'm not here in this route. Thanks for the motivation and thanks for not giving up on me."

## Restorative Parenting Workshop

**Parent:** "I have learnt to praise and appreciate my children for the little things they do. The trainer, Daniel, was effective in delivering the workshop. Should have more of these talks, very useful for parents like us."

## Community Youths Engagement Programmes

**#1 Youth:** "Through the Muay Thai programme, my confidence and social skills have increased"

**#2 Youth:** "Programme like this allow the community to be better. Through this programme, I made new friends."

## Marriage Preparation Programme

**Couple:** "Thank you so much for your patience, wisdom and kindness and for creating a safe place for us to talk openly. Your dedication to helping others is truly admirable. Very few people go above and beyond for their clients, and we are immensely grateful to have your guidance and support as we learn and grow to become better partners to each other."

## Home Study Report

**#1 Couple:** "Mandy walked us through the entire process. What could have been an anxiety filled journey was made both pleasant and helpful by her kind and calm demeanour. The personal anecdotes Mandy shared with us greatly assisted us in putting the adoption in context and positive light. We have been impressed by her speed, professionalism, thoroughness and honest communication. We will definitely use LCCS for our future Home Study Report and hope to have Mandy as our assessor again."

**#2 Couple:** "Mdm Phua and Eulene are very helpful and friendly. They provided prompt responses via email or phone when we had questions."

## Marriage Enrichment Programme

**Couple:** "We were going through a period of frustration and emotional exhaustion into our 5th year Anniversary. We decided to attend the Marriage Enrichment programme by LCCS. We strongly felt that our counsellor was God sent. She has been a great facilitator for both of us throughout the process, and our relationship has grown even after stepping away from the program. The programme led us to understand our own communication language, style and personality. We understood that our relationship is going through a normal stress but fundamentally was strongly emboldened by similar values and principles. Marriage is a lifelong commitment and we think improving communication will also be a lifelong commitment as we evolve together with our marriage. We intend to come back on an annual basis, just to ensure we continue to be on the right track. In a world of investments, we both agree, this was and continues to be a priceless one!"



Collaborative Community Service Event with People's Association in conjunction with President's Challenge 2017



Building Positive Relationships through Restorative Practice Circles



Muay Thai Programme



Family bonding activity - Family bag design competition



"Christmas is a Time to Love" programme to bless beneficiaries



Transformers Run Programme

# Charity GOLF 2017



# HISTORICAL JOURNEY

## of the Good Work that We Do

Founded on 2nd Sept 2002 as the Charity arm of the Lutheran Church of Singapore

2002

Received Institutions of a Public Character Status

2006

**Charity Golf:**  
Inaugural year of our signature fundraising event

2010

**Builders Project:**  
Pilot project to build stronger relationships through fostering of culture of care in Primary school students

2013  
2015

**RTC Aftercare:**  
In partnership with New Life, for aftercare interventions for inmates released from Reformatory Training Centre

2018

**Project Shine:**

Family Court referred cases (related to disputes, personal protection orders, maintenance etc.)

2003

Layout the foundation of Restorative Practice

2008

**Centre for Restorative Practice established**

Launch of adoption services under our Family Work Services

2011

**Victim Empathy Programme:**

A programme to help inmates understand the impact of their crime on victims, families and society

2016

**Marriage-Parenting Mentoring Programme:**

Pilot project to mentor young couples to enable them to build strong, resilient and healthy marriages/families

2018





# GRAND MERCURE

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## **Equipping Empowered Individuals**

Individuals equipped  
with skills and knowledge to build,  
strengthen and restore relationships

## **Building Connected Communities**

Safe and caring  
communities  
that value one another  
and embrace  
vulnerability

# **THE CAUSE**

## **Why we exist**

"Restorative movement  
to break the cycle of hurt  
and build connected communities  
of empowered individuals"

Review  
of Year  
2017

17

## **Advocating a Restorative Movement**

People in all systems  
advocating for connected  
and restorative communities  
as a way of life

## **Breaking the Hurt Cycle**

Restoration through  
making things right  
with self and others

## Repairing

**12 Students** took steps to repair relationships through active accountability and accepting responsibility.

Review  
of Year  
2017

18

## Inmate Engagement

**70 Inmates** recognised how their actions affected others and ways that they can restore relationships and get their lives back on track.

# 423

Lives transformed

## Breaking the Hurt Cycle

Restoration through making things right with self and others

## Victim Empathy Programme

**82 Inmates** recognised the impact of their crime on victims and the need to make things right.

## Marriage Enrichment Programme

**4 Couples** were empowered to rebuild their marriage and experience marital satisfaction.

## Youth-at-risk Engagement

**44 Students** recognised their own hurt and realised their ability to rise above their challenges faced in life.

## Counselling

**11 Clients** restored relationships and developed skills and resilience to manage challenges in their lives

## Adoption Home Study Reports

**86 Adoptive Parents** received favourable home study reports and proceeded to adopt underprivileged children who have experienced rejection.

## Builders Project: Reconnecting

**64 Students** improved in pro-social skills and confidence to make things right and cope with their difficulties.

**66 Parents** were engaged to work with their children and support them in their difficulties faced.

# Building Connected Communities

Safe and caring communities that value one another and embrace vulnerability

# 1,519

Lives connected

Review of Year 2017

19

## Communal Meeting Supervision

20 Inmates & 4 Officers received guidance to improve their experience of communal meetings as a platform for relationship and culture building

## Marriage-Parenting Mentoring

34 Community Members learnt about how they can build strong marriages and be effective parents through the process of mentoring

## Classroom Builders

298 Students learnt to work 'with' teachers and classmates to build relationships and make things right

## Raising and Nurturing the Next Generation

320 Community Members learnt the importance of raising and nurturing the next generation

## School Pocket Money Fund (SPMF)

184 Students received school pocket money and opportunities to be involved in community programmes (eg. service learning, mentoring, financial literacy for parents)

## Time-out Programme (Arts)

111 Students practised relationship building skills while learning knowledge and skills of various art forms

## With Nature, We Nurture

30 Students learnt intrapersonal and interpersonal skills through caring for less privileged individuals, animals and their environment

52 Parents & Children participated in "Christmas is a time to love", learnt restorative parenting and bonded through family activities

## Building Good & Effective Relationships (BGER)

383 Students & 24 Teachers were equipped with skills to build good and effective teacher-student relationships in the classroom

## Adoptive Parent Support Group

25 Adoptive Parents received resources and support through interacting with other couples and their children  
9 Adopted Children were engaged in interactional activities with each other to build community

# Equipping Empowered Individuals

Individuals equipped with skills and knowledge to build, strengthen and restore relationship

Review  
of Year  
2017

# 831

Lives empowered

## SHARE (Student Leadership)

36 Students were equipped with skills to plan and facilitate relational building circles with classmates

20

## Restorative Practice School Training

646 Teachers were equipped with the knowledge and skills to build better teacher-student relationships and address issues proactively

## Restorative Practice Students Training

31 Undergraduate Students (SUSS) were equipped with skills to plan and facilitate relational building circles for service learning

## Restorative Practice Prisons Training

30 Prison Officers were equipped with skills to deescalate conflict and strengthen/restore relationships with inmates and fellow colleagues

## Restorative Practice Supervision

12 Inmates were equipped with an understanding of RP towards building a restorative environment in prison

## Adoption Disclosure Counselling

10 Adoptive Parents learnt knowledge and skills to disclose the adoption (children and others) and validate their adopted children's feelings

## Restorative Practice Supervision

15 Social Service Practitioners enhanced their community circle facilitation skills through structured reflection and coaching sessions

## Marriage Preparation Programme

22 Couples learnt knowledge and skills to build strong, fulfilling and resilient marriages

## Restorative Practice Public Workshop

29 Social Service Practitioners were equipped with the knowledge and skills to apply RP framework to enhance their practice and better engage service users

## Restorative Practice Prisons Consultancy

60 Officers & Specialists were involved in community of practice to contextualise the restorative approach for effective inmate management

Review of Year 2017

21

## Practitioner Builders

10 Practitioners were involved in community of practice to share experiences of successes and challenges in restorative practices implementation

## Restorative Practice Street Poll

226 Members of Public were invited to respond to a survey on relational conflict and heard about Restorative Practice

# 296

Lives touched

## Advocating a Restorative Movement

People in all systems advocating for connected and restorative communities as a way of life

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Mr & Mrs Danny Lo

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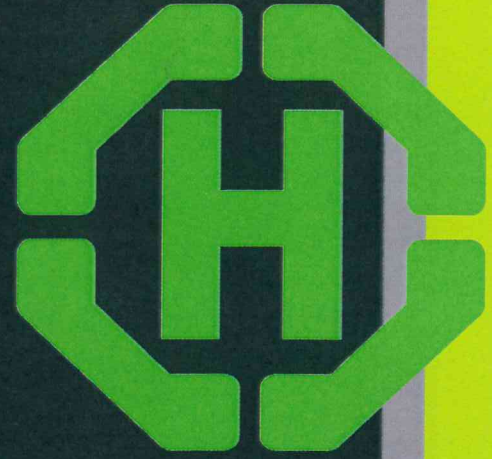
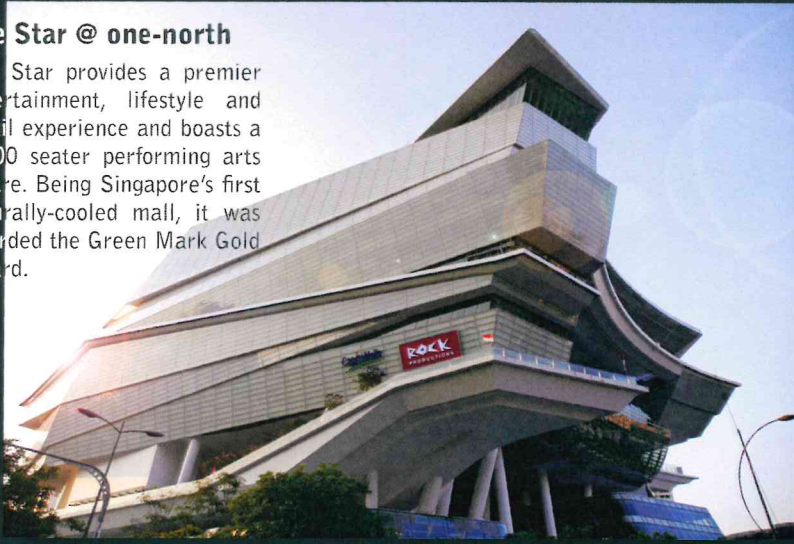
Giving Hope  
Improving Lives

As a broad-based grantmaking organisation, Tote Board works closely with stakeholders and partners, to support broad and diverse worthy projects in the sectors of Arts, Community Development, Education, Health, Social Service and Sports. Through these projects, Tote Board helps to uplift the community by giving hope to vulnerable groups and improving the lives of all in Singapore.

Tote Board's goal is to help build a flourishing society in Singapore. We want to inspire positive change and contribute towards building an inclusive, resilient and vibrant community, while fostering a caring and compassionate nation.

## The Star @ one-north

The Star provides a premier entertainment, lifestyle and retail experience and boasts a 5,000 seater performing arts centre. Being Singapore's first naturally-cooled mall, it was awarded the Green Mark Gold Award.



# HEXACON CONSTRUCTION

*Ready to ensure the success of your project*

Hexacon Construction is a homegrown main contractor based in Singapore.

We are recognised in the industry for our expertise in engineering work and construction of the highest quality. We are dedicated to providing reliable, timely, excellent and safe construction services to our clients.

Since our inception in 1983, we have grown to become a trusted partner of many of the biggest property developers in Singapore, and actively participate in growing construction industries in and around the region.

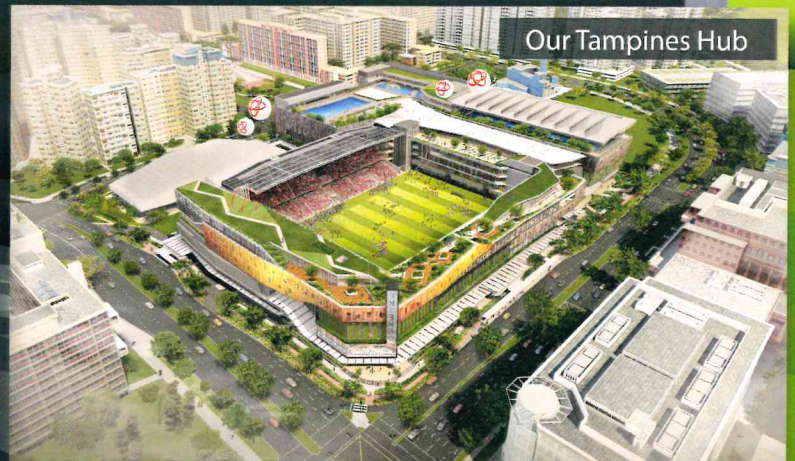
We are honoured to have our efforts recognised by our peers and industry through our attainment of numerous accolades for construction excellence and safety.

## Our Tampines Hub

A 120,000 sqm development that combines recreational, sporting, community and culture facilities under one roof. It serves as a vibrant and meaningful gathering place for the Tampines community.



Central @ Clarke Quay



Our Tampines Hub

## Central @ Clarke Quay

Central is Singapore's first SOHO establishment - a 77,850 sqm development situated directly above Clarke Quay MRT Station and is a landmark along the Singapore River. Consisting of 2 blocks of SOHO and an office tower situated atop a retail podium, Central is an integrated live-work-play development in the city centre.

## HEXACON CONSTRUCTION PTE LTD

432 Balestier Road  
#02-432 Public Mansion  
Singapore 329813

[www.hexacon.com.sg](http://www.hexacon.com.sg)  
[info@hexacon.com.sg](mailto:info@hexacon.com.sg)

Tel (65) 6251 9388 Fax (65) 6253 1638

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## SERVICE & OTHERS

Hotels, Hospitals, Institutions, Industrial, Restoration & Redevelopment, Religious Establishments

11

## COMMERCIAL

Mixed Developments, Offices, Shopping Malls, Integrated Hubs

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## RESIDENTIAL

Condominiums, Terrace Houses, Bungalows



With sincere appreciation of

*Mr & Mrs Danny Lo*

for your faithful support  
for LCCS over the years,  
we would like to express our gratitude  
for your generosity and contributions  
that further our work in changing stories  
and transforming lives of those in need.

*A Big Thank You to Both.*





*Changing stories,  
transforming lives.*

**LUTHERAN COMMUNITY CARE SERVICES LTD**

450 Macpherson Road Singapore 368170

Tel 6441 3906 Fax 6446 3906

Website [www.lccs.org.sg](http://www.lccs.org.sg)

Facebook [www.facebook.com/lutheranccs](http://www.facebook.com/lutheranccs)