

AWWA

*Celebrating  
Life Stories*

ANNUAL REPORT 2015 - 2016



# To Move Mountains

Definition: To do something so difficult that it seems almost impossible\*

45 years ago, AWWA set off on a mission to serve the disadvantaged in the community. While the path has wound uphill more often than not, AWWA has never shied away from challenging the status quo when necessary or overcoming adversity to effect positive change for our clients.

AWWA's new motto – "People Giving to People" – is inspired by the commitment and dedication of the staff in enhancing the lives of those we serve. Every effort is made to ensure that the right services are delivered to the right people, at the right time, even as we grow our programmes and initiatives to pave the way for a more accepting and inclusive society.

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\*[www.macmillandictionary.com](http://www.macmillandictionary.com)





## Message from the Chairperson

***"Four words emerged strongly -  
'Empowering', 'Social Impact-focused',  
'Innovative' and 'Dependable'."***

Since our legal entity AWWA Ltd., a company limited by guarantee, commenced operations on 1 April 2015, the Board has strengthened our governance and operating structure by forming three new subcommittees – Medifund, Corporate Communications and Risk Management. These new subcommittees are made up of a mix of existing and new Board volunteers as part of our continuing efforts to groom new talent and introduce fresh perspectives. To enable us to anticipate change and stay relevant, all of the committees have reviewed and updated our strategies, all of which have been ratified by the Board.



AWWA's services have expanded significantly over the years. The Board and Management recognise that for efficient and effective supervision, the strengthening of operating procedures is vital. Better structuring of our operations means we will be able to serve more people in need. We are currently preparing for formal accreditation of a pilot service with the aim to obtain formal accreditation by the end of 2017 and thereafter roll out lessons learnt from this process to the other services. Meanwhile, we have expanded our disabilities programmes in line with the government's new directives to support persons with disabilities and their caregivers.

The new AWWA motto of 'People Giving to People' is the culmination of 45 years of hard work, dedication and immense efforts of colleagues, through direct or indirect contributions to our clients as well as the unwavering support of people who gave unconditionally of their time, talents or treasure.

In a recent survey of internal and external stakeholders, we asked them for words that they thought best describes AWWA. Four words emerged strongly – "Empowering", "Social Impact-Focused", "Innovative" and "Dependable".

Thank you to all our staff, volunteers, donors, funders, advisors and other stakeholders for believing in AWWA. We will continue to strive to integrate our services and play a part as "enablers" in strengthening families, maximising the potential of persons with disabilities, promoting graceful ageing for seniors, and advocating for an inclusive society.

**Janice Ang**  
Chairperson  
AWWA



## Message from the CEO

*"These stories tell not of the struggles or challenges, but the sheer strength, resolve and resilience of ordinary people in extraordinary times."*



The beginning of 2016 marked an important milestone for AWWA as we made our first foray into "inclusive education" with the opening of Kindie Garden, our first inclusive preschool, in January 2016. We received overwhelming and positive responses that have affirmed our beliefs that the very young are unconcerned by physical and intellectual differences in their peers and all of them, regardless of ability, can play and learn together in a non-discriminatory environment.

With Kindie Garden, the upcoming expansion of our Early Intervention Centres in Kim Keat and Sengkang in 2017 and the opening of an Adult Disability Home and Day Activity Centre in 2018, we have developed a full spectrum of services and programmes that delivers holistic care for persons with disabilities throughout the course of their lives. We have also regrouped our therapists, establishing the Allied Health Professional Group in 2015 to build capacity and enhance skills and knowledge among the allied health professionals supporting service providers in the Intermediate Long-term Care (ILTC) and Disability sectors.

In the past 45 years, we have had our fingers on the pulse, identifying social issues and working on the ground with various community partners to ensure seamless delivery of care to our clients.

2015 has also been a year of innovation and collaboration for our Health and Senior Care team, who partnered like-minded community partners, government agencies and academic institutions on various initiatives such as:

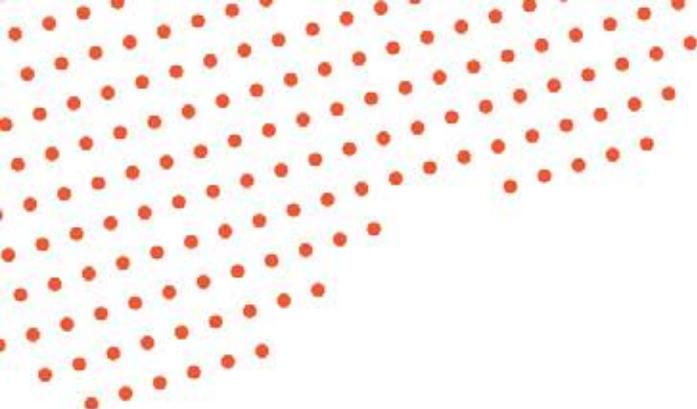
- Gym Tonic, a three-year pilot project with Lien Foundation, that aims to lower fall risk among frail seniors and/ or maintain their functional abilities
- Conceptualising a new design with Singapore University of Technology and Design for one-resident senior-friendly units to enhance living conditions

Beyond these efforts, we strive to benchmark and measure the outcomes and impact of our programmes through evidence-based research with academia in the year ahead with a new team, Strategic Planning and Research.

In this year's Annual Report, we have put together a collection of stories from some of the people we serve or who have been part of our journey. These stories tell not of the struggles or challenges, but the sheer strength, resolve and resilience of ordinary people in extraordinary times.

**Tim Oei**  
Chief Executive Officer  
AWWA





# *A Journey to Celebrate Life Stories*

THE AWWA STORY



AWWA's journey began in 1970 and its first steps were powered by the will of one woman – Mrs Shankuntala Bhatia – who rallied like-minded women in Singapore to continue the work of helping the needy after the departure of the wives of British troops in the late 1960s.

What started as a group of caring individuals coming together to distribute rations to low-income families quickly evolved into becoming a holistic social service provider. Under the banner of the Asian Women's Welfare Association (AWWA), Mrs Bhatia and her peers identified gaps in the community and delivered much-needed services to marginalised and socially disadvantaged people. Their goal was to empower these individuals and enable them to lead dignified and independent lives.

New initiatives were gradually introduced such as the setting up of Ang Mo Kio Community Home for the Aged (now AWWA Senior Community Home – pg 34) in 1976 to serve seniors aged 60 and above without next of kin, family or financial support.

In 1986, AWWA was awarded the UN Community Excellence Award for its Handicapped Children's Playgroup, which was later developed into the Centre for Multiply Handicapped Children (CMHC). Four years later, CMHC marked a major milestone when it was officially registered with the Ministry of Education as AWWA Special School (now AWWA School – pg 14).

Today, the organisation is known simply as AWWA and serves people of various ages and backgrounds – children and adults with special needs and disabilities, low-income families, at-risk youths, caregivers and seniors. AWWA continues to evolve and innovate, working with community partners, government agencies, volunteers and donors to explore social issues and ensure seamless delivery of care through integration of its holistic services and programmes.

# Highlights of the Year

2015 - 2016

**45**

students enrolled within 4 months of the opening of Kindle Garden, AWWA's first inclusive preschool

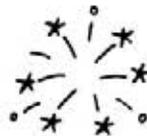
**127**

clients benefitted from AWWA Dementia Day Care Centre

AWWA Family Service Centre supported **682 Families**

**60**

Nominations from 33 Organisations for the 2015 Model Caregiver Award



**223**

children came through the doors of AWWA Early Intervention Centre



**40%**

increase in number of free meals distributed monthly at AWWA Senior Community Home

Fundraising efforts pulled in more than **\$3,216,000**



**12,195**

volunteer hours logged



**\$497,626** saved thanks to volunteers



**977**

school visits by Community Integration Service to support school integration of children with disabilities



**14,570**

sessions delivered to clients of AWWA Rehab and Day Care Centre

About **5,000**

toys borrowed from Toy Library (AWWA Resource and Training Centre)



**1,302**

participants attended Caregiving Life Skills Workshops and Awareness talks organised by AWWA Caregiver Service



**374**

Photo frames measuring 4.6m x 2.1m entered the Singapore Book of Records (Largest collage by AWWA School)

**28,623**

hours of intervention by AWWA Community Integration Service



Close to **8,000** print and audio books borrowed from AWWA Resource and Training Centre

AN ORGANISATION WITH  
A SINGLE-MINDED MISSION

# Empower the Disadvantaged, and Maximise their Potential to Lead Dignified and Independent Lives





**"AWWA CELEBRATES  
ABILITIES AND STRIVES  
TO OPEN THE DOORS TO  
POSSIBILITIES..."**

The ability to excel and contribute to society is not reserved for the able-bodied and able-minded. Persons with disabilities or special needs can be just as capable of contributing and achieving success when they have equal opportunities to exercise their talents and maximise their potential. AWWA celebrates abilities and strives to open the doors to possibilities and enable the disabled to lead productive and fulfilling lives.



***Embracing  
Disabilities***

# AWWA School

Providing Holistic Education in a Nurturing Environment



## Visit cum Dialogue Session

with Dr Janil Puthuchery,  
Minister of State from  
Ministry of Education and  
Ministry of Communications  
and Information

1 Gold,  
3 Silver

at the 7<sup>th</sup> National  
Special Schools Track  
& Field Championship  
2016

1 Silver

in the 7<sup>th</sup>  
National Special  
Schools Swimming  
Championship 2016



## Largest Collage Made of Photo Frames

the School set a new  
Singapore record by using  
374 photo frames to create  
a 4.6m x 2.1m collage  
in celebration of its 37<sup>th</sup>  
anniversary



LAUNCHED 1979

**FOR WHOM?** Children with multiple disabilities and children with autism from 7 to 18 years old

**WHY** Receiving quality special needs education and support services help students to gain greater independence and better quality of life

**HOW?** Through 2 main programmes focusing on the academic and non-academic development of the students:

*Project Challenge* caters to students with autism or other behavioural concerns by helping them to develop socially appropriate behaviours, enhance learning and independent living.

Through customised learning plans, the *Special Education* programme equipped students with multiple disabilities (intellectual, physical, visual and/or hearing impairments) with important life skills and techniques to help them reach maximum independence and self-reliance.

My son has autism. When we enrolled him in AWWA Early Years Centre in 2008, I didn't know about autism then and felt very lost. It was hard for me to understand why my child could not attend a mainstream school like other children. My greatest wish was for Ming Hui to be able to talk. We have seen improvements in Ming Hui's development over the years, especially in his speech. His teachers at AWWA School let me know what they've taught him and I help him to continue learning at home. We keep in close contact and their support has been very important. They listen to my struggles and my goals for Ming Hui and share helpful tips on working with him. School activities like sports competitions are great too as they help Ming Hui interact with others and raise awareness that children with autism have potential and talents. Seeing the improvements in Ming Hui also gives me the confidence to participate in activities outside school, such as NDP, Chingay Parade and Ming Hui now plays bowling every Sunday, achieving a score of 415 points just after a few weeks of joining. Together with AWWA school, I have also given Ming Hui opportunities to be exposed to different learning approaches and he is coping well and continuing to make great progress.

Cynthia Cai, mother of Chin Ming Hui





Diagnosed at a young age with developmental dyspraxia which affects motor skills, 14-year-old Charis Ng used to have to be picked up from school daily by her father or domestic helper as she lacked confidence in getting home on her own and refused to take public buses. An Educational Guidance Officer and Occupational Therapist from the Community Integration Service supported her through intervention in overcoming her anxiety and becoming more independent in taking the bus. They took a bus with her from school once a week and arrangements were made for the family's domestic helper to wait for her at the bus-stop. Now, Charis no longer needs to be accompanied home from school. She has become more confident and takes the bus on her own.



# Community Integration Service

## Supporting Mainstream Social Integration

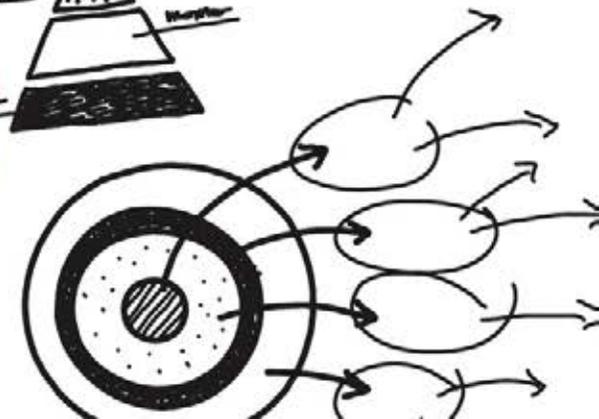
LAUNCHED 1991

**FOR WHOM?** Children and youths in mainstream schools (primary to tertiary) with physical disabilities, Global Developmental Delay, Developmental Coordination Disorders (DCD), speech disorders and low vision.

**WHY?** Successful integration of children and youth with disabilities and developmental challenges into their schools and the community can lead to improved quality of life.

**HOW?** A transdisciplinary team of professionals comprising occupational therapists, speech therapists, educational guidance officers, psychologists, social workers and counsellors work closely with these children and youths, as well as their parents or caregivers and the school, to increase their participation at home, in school, at work and in the community.

**Worked with 353 children and youth**  
with disabilities in mainstream schools throughout Singapore



# Early Intervention Centre

Enhancing Learning Capabilities

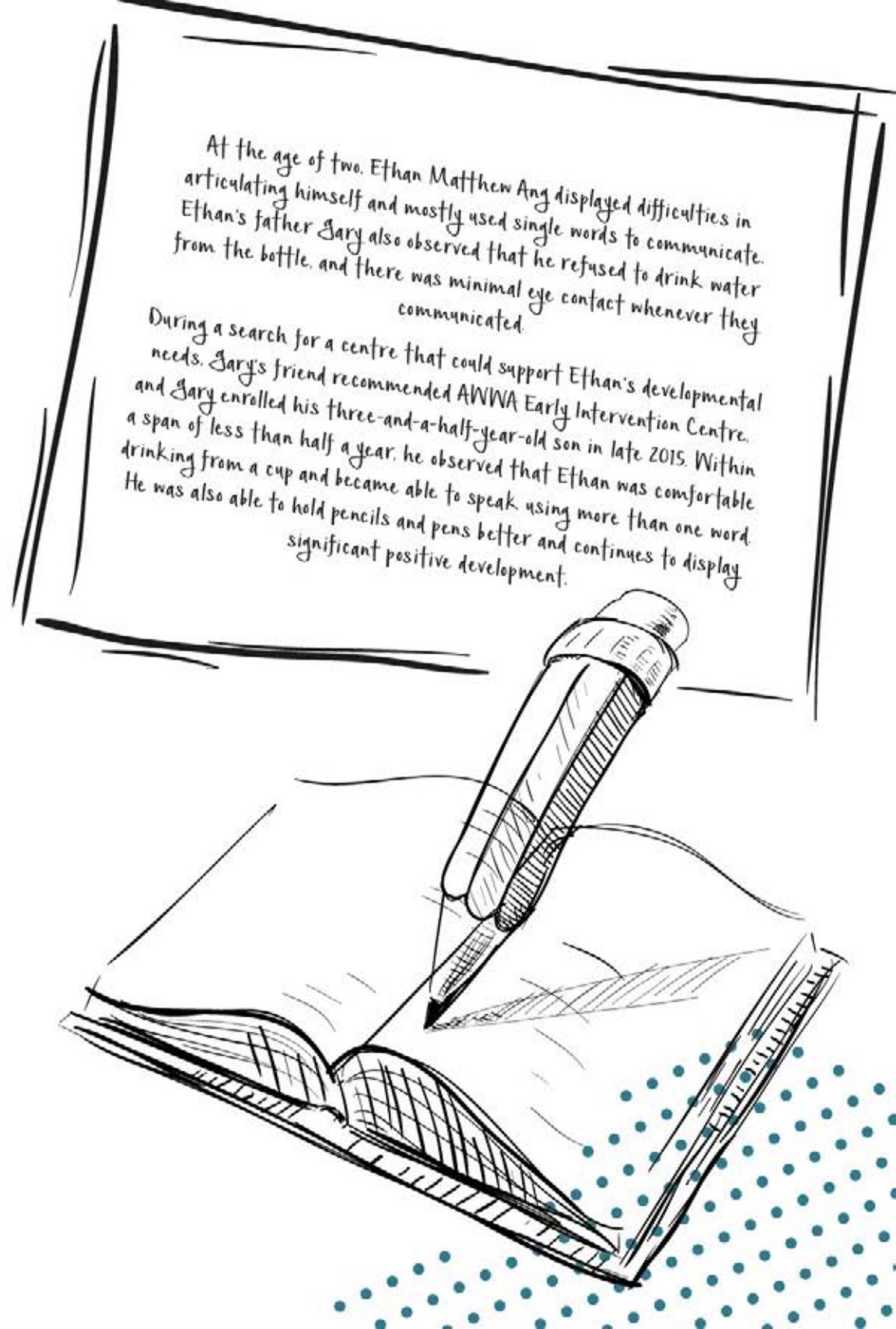
LAUNCHED 2005

**FOR WHOM?** Children up to 6 years old with special needs

**WHY?** Providing holistic support for infants and toddlers with special needs to overcome developmental difficulties and allow them to make a smoother transition to special or mainstream schools

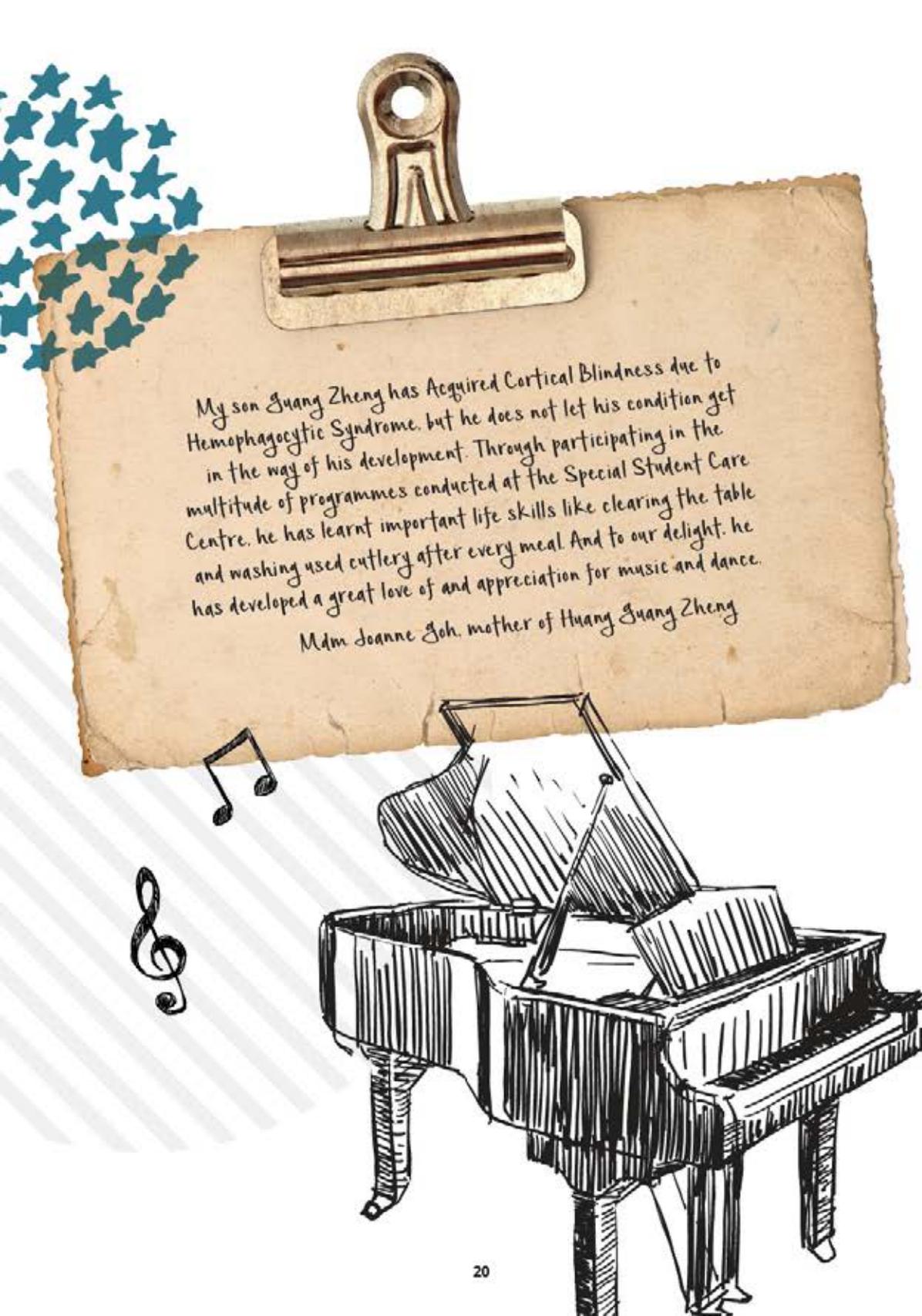
**HOW?** By providing a unified and tailored plan for each child where the family is a key part of the transdisciplinary team and participates in all aspects of the intervention. Every member of the team, which includes an array of trained professionals and therapists, commits to working together across different disciplines to ensure maximum benefits for the child.

Awarded  
Kim Keat &  
Sengkang West  
sites for construction of  
third and fourth Early  
Intervention Centres



At the age of two, Ethan Matthew Ang displayed difficulties in articulating himself and mostly used single words to communicate. Ethan's father Gary also observed that he refused to drink water from the bottle, and there was minimal eye contact whenever they communicated.

During a search for a centre that could support Ethan's developmental needs, Gary's friend recommended AWWA Early Intervention Centre, and Gary enrolled his three-and-a-half-year-old son in late 2015. Within a span of less than half a year, he observed that Ethan was comfortable drinking from a cup and became able to speak using more than one word. He was also able to hold pencils and pens better and continues to display significant positive development.



My son Guang Zheng has Acquired Cortical Blindness due to Hemophagocytic Syndrome, but he does not let his condition get in the way of his development. Through participating in the multitude of programmes conducted at the Special Student Care Centre, he has learnt important life skills like clearing the table and washing used cutlery after every meal. And to our delight, he has developed a great love of and appreciation for music and dance.

Mdm Joanne Soh, mother of Huang Guang Zheng

## Special Student Care Centre

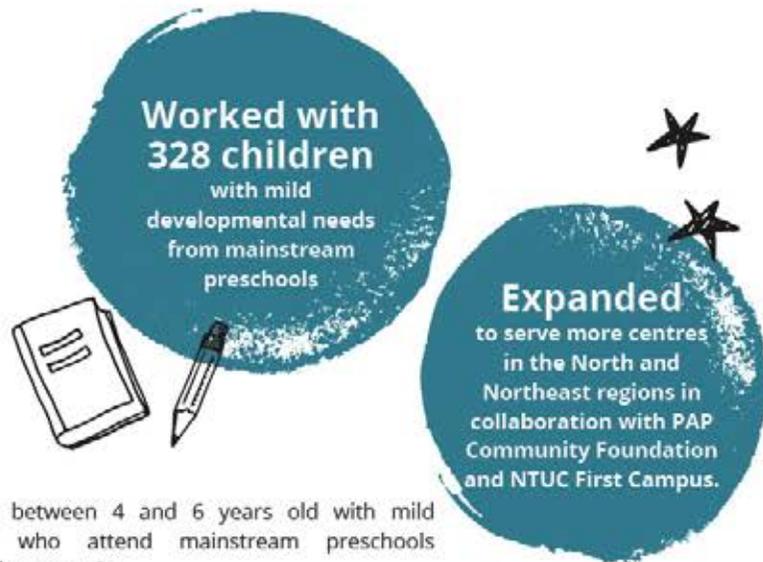
### Revitalising Caregivers and Cultivating Student's Social Competency

**LAUNCHED** 2006

**FOR WHOM?** Students aged 7 to 18 years old from any special school who have been diagnosed with Autism Spectrum Disorder or intellectual and/or physical disabilities

**WHY?** Providing quality after-school care gives caregivers a well-deserved break, which will bolster their ability to perform both employment and caregiving responsibilities.

**HOW?** Students are kept engaged with an array of enrichment activities at the centre while their caregivers run errands, attend to work commitments or simply take a breather. From speech and drama classes, to modified sports and horticulture sessions at the terrace garden to weekly pet therapy sessions, the fun-filled activities enhance socialisation and encourage independence in students.



LAUNCHED 2012

**FOR WHOM?** Children between 4 and 6 years old with mild developmental needs who attend mainstream preschools (Kindergarten 1 and Kindergarten 2)

**WHY?** Presenting children with mild developmental delays with a chance to overcome their challenges earlier and better reap the benefits of their preschool education

**HOW?** Using an integrated community-family based approach, a group of trained Learning Support Educators, clinical professionals and therapists work in tandem with parents and teachers to equip preschoolers with age-appropriate skills. They focus on key areas of development such as Attention and Behaviour, Fine Motor Skills and Handwriting, Gross Motor Skills, Language Development, Literacy Development, Social-Emotional Skills, and Speech Development.



"I would like to express my gratitude and great appreciation to Learning Support Facilitator Ms Lim Koon Lee. Without her help, I think my son Putera wouldn't be what he is today. He has improved tremendously in literacy and numeracy skills and shows a keen interest in books. He's also become much more confident, outspoken and adventurous. Once, when my kids and I were in a taxi, Putera asked me the Chinese word for 'cloud'. I told him I was unsure and would find out later. But he just turned to the taxi driver, who was Chinese, and asked him the question. I was so touched, I teared up because it's so different from how my son was before going through the Development Support Programme. He used to be so shy and reserved! I'm really proud of Putera and his achievements and progress. Thank you once again."

Mdm Rozana Bte Md Ishak, mother of Qashryl Putera Bin Junizan



## Preschool Support Service

Optimising Learning Opportunities





## Personal Care Service (Disability) and Personal Care Service (Disability Plus)

Enabling Community Living and Reducing Social Isolation

LAUNCHED 2014

**FOR WHOM?** Persons with multiple disabilities between 16 and 55 years old

**WHY?** Persons with multiple disabilities who have access to care services at home are less likely to become segregated, will be able to remain part of the community for longer and can lead more comfortable lives, in turn providing their caregivers with respite care.

**HOW?** A suite of home-based services is offered to those who are eligible. PCS(D) focuses on daily essential care needs such as home-based therapy, personal hygiene support, housekeeping and medication reminders, while PCS(D Plus) is devoted to enhancing social experiences through leisure activities and outings, as well as weekly befriending sessions conducted in the comfort of their homes.

"I had been searching high and low for a programme that would allow my son to continue to meet and interact with others. He used to have that when he attended special school, but after he graduated, we couldn't take him out or to therapy sessions as we ourselves are elderly. He stayed at home with us with just an old radio set for company.

With PCS(D), Izwan is receiving physiotherapy and does cognitive exercises with an Occupational Therapist to help with his condition spastic quadriplegia. You don't know how happy I am that Izwan can now feed himself and finish an entire meal with the help of modified utensils! He also doesn't stop asking me when the next PCS(D Plus) activity is. and I'm so grateful that Izwan is picked up from and dropped back home every time."

Madam Marsiah, mother of Izwan Ngadi



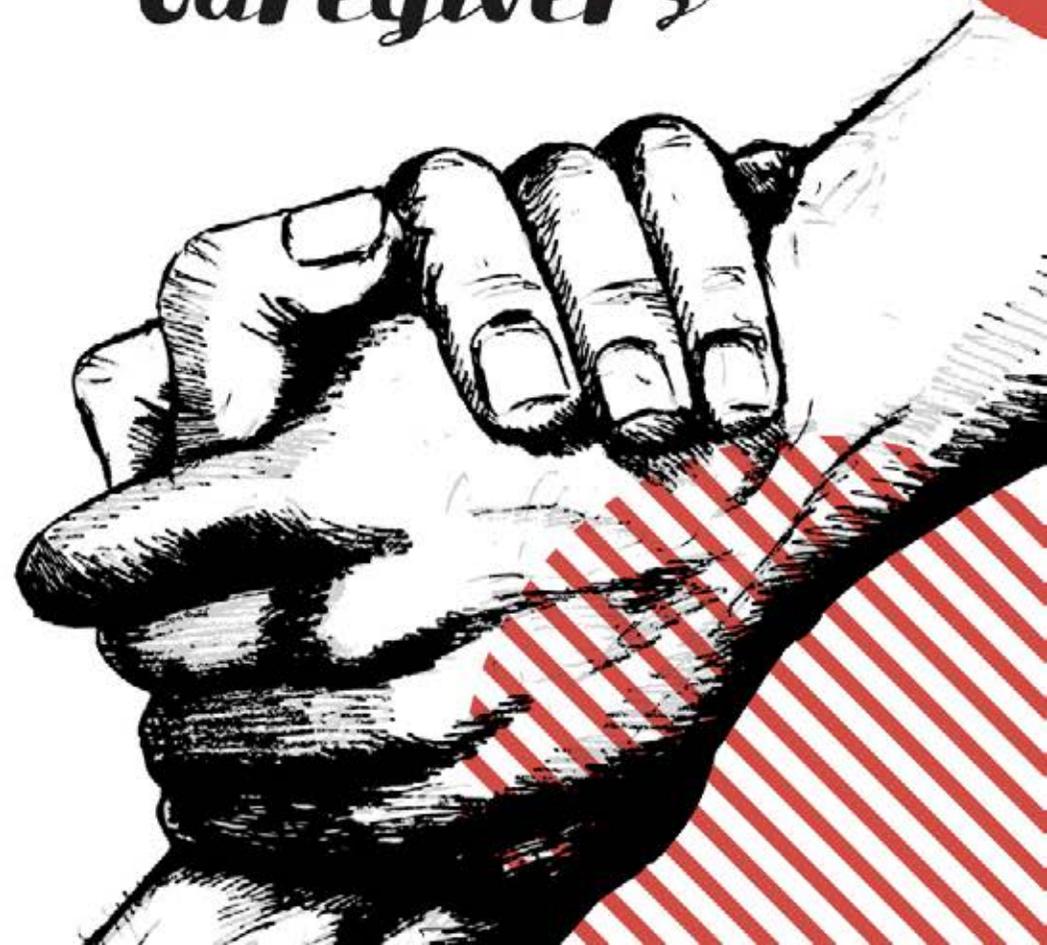
**Assisted 20%**  
of the clients in home modifications such as installing ramps to improve their home environment

**“THEY CAN GROW  
AND THRIVE EVEN UNDER  
THE MOST CHALLENGING  
CIRCUMSTANCES”**

Healthy families are the bedrock of a stable, cohesive society – this notion underpins AWWA’s tireless efforts to engage people of all ages and ensure they can grow and thrive even under the most challenging circumstances. From facilitating access to resources available in the community to supporting caregivers as they contend with challenges in their caregiving journeys, the goal is simply to ensure no family is ever left behind.



***Strengthening  
Families and  
Empowering  
Caregivers***



# Family Service Centre

## Rebuilding Families

**LAUNCH DATE** 1970

**FOR WHOM?** Children, youths and families residing in Jalan Besar GRC

**WHY?** Promote stronger and more resilient families by reaching out to those in vulnerable situations and connecting them to valuable resources that can help them prevent and overcome difficulties in their daily lives.

**HOW?** To enhance families' capacity and capability to deal with life's challenges, a variety of social work interventions is used, from casework and counselling to organising community-based programmes such as enrichment camps. They serve to promote the development of literacy and financial competence, build self-esteem and emotional resiliency, provide opportunities for family bonding, and connect individuals and families with the community.

**77 certificates of participation**

awarded to children, youths, families and other individuals across different programmes under AWWA FSC Capacity and Capability Developmental Programme



Shared centre's services with a group of **400 policemen** and explored future collaboration to support the community.

Served 628 families; about **2,500 clients**

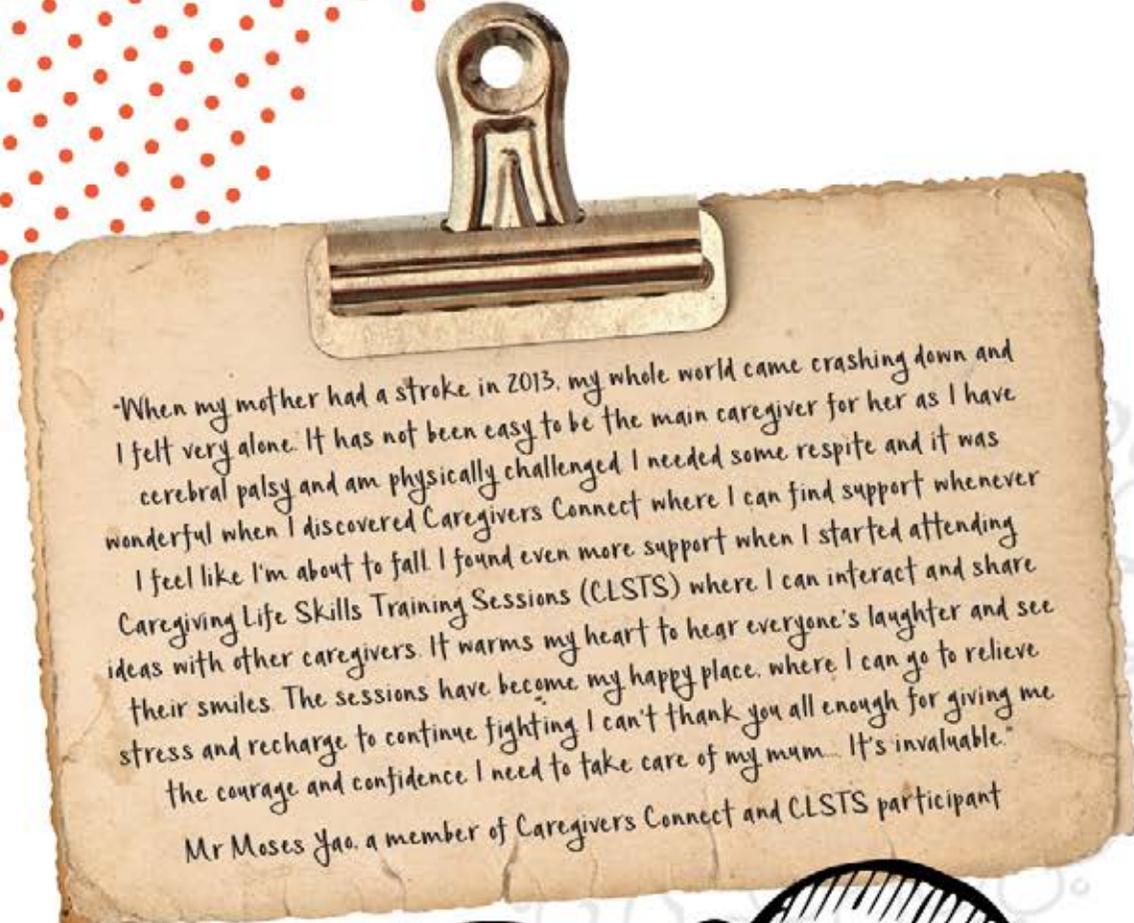
Reached out to **2,056 households**



Phua Kim Jong, an ambassador for the Family Service Centre (FSC), participates actively in various initiatives, including helping to raise awareness about FSC's services and how families facing challenges such as financial, marital or parenting issues, can come forward to seek help. Kim Jong has, in fact, benefited from the same services. Two years ago, he visited the FSC, stressed and depressed over family and intrapersonal issues. With the support and guidance of the counsellors, he made some painful decisions and changes to his life. He also attended group counselling, which helped him develop a strong sense of belonging and connection with other participants who were dealing with issues themselves.

"I'm not the same person as before. The change happened subtly like the way the second hand moves on the clock. You don't feel it [at the time], but you see a massive difference when you compare the present to the past."





"When my mother had a stroke in 2013, my whole world came crashing down and I felt very alone. It has not been easy to be the main caregiver for her as I have cerebral palsy and am physically challenged. I needed some respite and it was wonderful when I discovered Caregivers Connect where I can find support whenever I feel like I'm about to fall. I found even more support when I started attending Caregiving Life Skills Training Sessions (CLSTS) where I can interact and share ideas with other caregivers. It warms my heart to hear everyone's laughter and see their smiles. The sessions have become my happy place, where I can go to relieve stress and recharge to continue fighting. I can't thank you all enough for giving me the courage and confidence I need to take care of my mum. It's invaluable."

Mr Moses Yoo, a member of Caregivers Connect and CLSTS participant



## Caregiver Service

Caring for Caregivers

LAUNCH DATE 2006

**FOR WHOM?** Caregivers of persons with disabilities or special needs and seniors.

**WHY?** Ensuring the needs and well-being of caregivers are cared for will enable them to shoulder their caregiving responsibilities with greater optimism and confidence.

**HOW?** Implementing initiatives and programmes that equip and motivate caregivers to better manage their emotions and cope with challenges faced in their caregiving journey by:

- Advocating for more caregiving-friendly policies, support and services for caregivers and their loved ones
- Providing life skills training to encourage caregivers to practise self-care and help them deal with challenges proactively
- Recognising exemplary individual caregivers and caregiving families who display resilience and resourcefulness
- Creating a community network for caregivers, by caregivers, to share and engage with each other in the spirit of mutual-help.

Over 1,300 participants attended Caregiving Life Skills workshops and awareness talks

Model Pioneer Caregiver Award honours the hardwork and dedication of older caregivers\*

Model Young Caregiver Award Recognises a growing trend of young people in caregiving\*

\* Two new categories introduced at the 2015 Model Caregiver Awards



## **"TO AGE WITH GRACE AND DIGNITY."**

Our needs and perspectives inevitably change as we age, for instance, healthcare and social concerns tend to take greater precedence in later years. AWWA recognises that seniors in our community have a desire to live more active lives and be able to age with grace and dignity. We support them by organising a variety of activities and programmes that keep them involved in the community and delivering key services that address their specific needs.

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\*Ageing-in-place: a concept defined by the Committee on Ageing Issues as "growing old in the home, community and environment that one is familiar with, with minimal change or disruption to one's lives and activities".



***Enabling  
Ageing-  
In-place\****

## Senior Community Home

### Maintaining Dignity and Independence

**LAUNCHED** 1976

**FOR WHOM?** Low-income seniors aged 60 and above on public assistance or who have no family support

**WHY?** Give seniors in need a place to call home, where they can continue to lead active and independent lives despite their health status or frailty.

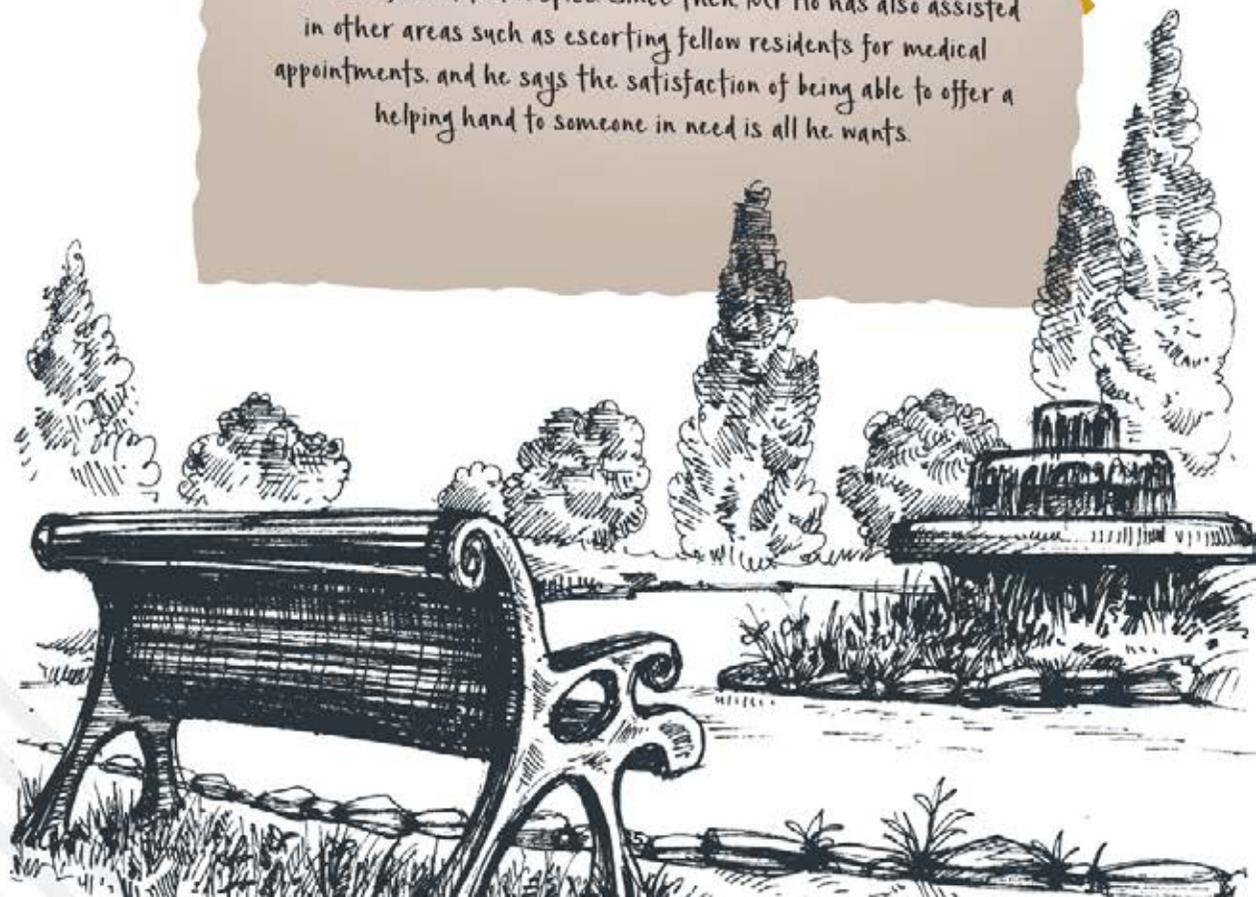
**HOW?** Seniors are provided with accommodation in a warm group living environment and are encouraged to take ownership by taking care of their own rental units and daily needs. They also have access quality healthcare services, as well as enjoy regular social and community activities that are organised to keep residents mentally and physically active.

### Enhancing Living Conditions

Partnered the Singapore University of Technology and Design to conceptualise the pilot design of a one-resident unit with senior-friendly features, space-saving furniture, etc.

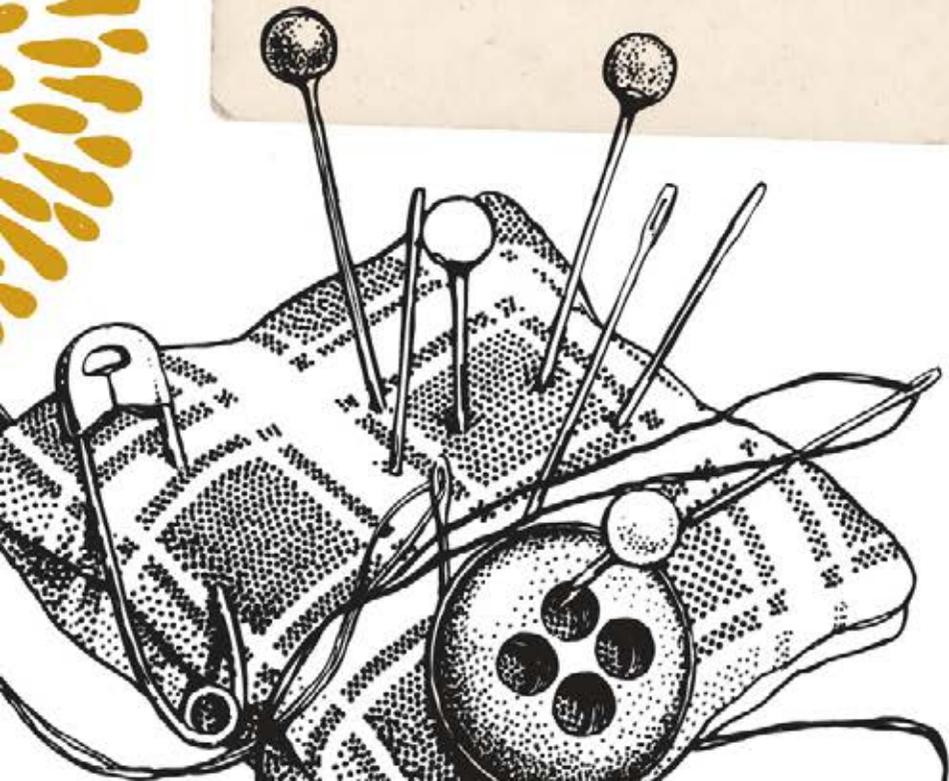
Mr Ho Koon Long had been homeless for more than 10 years, sleeping at void decks or in friends' homes, before he came to the Senior Community Home with a broken spirit and a pessimistic outlook in life due to his unpleasant circumstances. He also suffered from poor health after a stroke in October 2014.

However, not long after he began joining in various recreational and social programmes at the Home, Mr Ho started to feel happier and more energised. Over time, his confidence also grew. He helped one of his roommates who had cancer by doing his laundry and attending to his other daily needs until his roommate was transferred to a hospice. Since then, Mr Ho has also assisted in other areas such as escorting fellow residents for medical appointments, and he says the satisfaction of being able to offer a helping hand to someone in need is all he wants.



Mdm Ramlah Bte Abbas shares a close-knit relationship with her two great granddaughters, 10-year-old Diana and seven-year-old Alisha, for whom she has assumed the role of caregiver. Both girls are reluctant to leave her side for long which meant Mdm Ramlah often passed up opportunities to participate in activities organised by the Senior Activity Centre (SAC).

Keen to ensure Mdm Ramlah does not miss out on the fun, the SAC offered to allow Diana and Alisha to join her at the centre when she wishes to take part in activities. Since then, the elderly lady has been spending more time at the SAC and everyone at the centre enjoys having the girls there. Their interactions with other seniors have also helped to promote intergenerational bonding.



## Senior Activity Centre

### Promoting Social Interactions and Participation

**LAUNCHED** 1997

**FOR WHOM?** Low-income seniors aged 60 and above residing in selected rental blocks

**WHY?** Encouraging active social participation among low-income and vulnerable seniors ensures their continued integration in society and enhances quality of life.

**HOW?** A wide range of recreational and social activities such as handicrafts, bingo games, excursions and health screenings are regularly offered amidst a nurturing and welcoming environment at the Centre. The seniors enjoy more opportunities to engage with their peers, gaining greater support and companionship.

### Finalists of the Singapore Intergenerational National Games 2016

Mdm Wong Lai Peng and Mdm Lee Quai Seam, emerged as the finalists out of 19 AWWA SAC members who participated in the games. AWWA SAC was one of the centres which held the qualifying rounds.

## Rehab and Day Care Centre

### Preserving Physical Independence and Mobility

**LAUNCHED** 1998

**FOR WHOM?** Seniors discharged from hospital after acute illnesses that have resulted in physical dysfunctions limiting their daily activities.

**WHY?** To enhance the quality of life for seniors suffering from physical dysfunction and ensure optimum recovery in their journey towards better mobility.

**HOW?** High-quality physical rehabilitation programmes involving physiotherapy, occupational therapy and/or speech therapy are conducted by accredited therapists for seniors who may face physical challenges but have the potential to recover under structured professional care within a nurturing environment.

### Launch of Project Gym Tonic

A three-year fall prevention initiative in partnership with Lien Foundation to provide targeted care for seniors in the community with high fall risk.

### Piloted Enhanced Falls Risk Management Programme

Incorporating medical reconciliation and falls prevention exercises in interventions to reduce drug-induced falls among seniors with high fall risk, in collaboration with Agency of Integrated Care.



In 2014, Mdm Ban Soh A/P Katar Singh started undergoing rehabilitation at the Rehab and Day Care Centre (RDCC) after suffering tendon rupture in her right hand and cellulitis with varicose veins in her right lower leg. She had difficulties walking and performing daily tasks, as well as limited access to the community. With the structured rehab programme at RDCC, Mdm Ban Soh has achieved good grip strength and regained a good range of motion in her wrist. She is now able to take public transport independently with the help of a walking stick and continues to attend full-day rehab three times a week, joining in social activities afterwards. Her favourite is art and craft and her artistic talent is well-known - the centre displays beautiful flowers that she cleverly crafted with wires.



86-year-old Mdm Lee Ah Yang lives alone in a two-room rental flat and values her independence. However, she has mobility issues and multiple health problems, including diabetes, heart disease and renal failure, that mean she needs assistance when going for follow-up medical appointments at least once a month.

To ensure Mdm Lee can continue with the solo lifestyle she enjoys so much, AWWA Personal Care Service (Seniors) provides basic housekeeping and blood pressure monitoring for her twice a week and a staff member accompanies her for her medical appointments.

## Personal Care Service (Seniors)

Supporting More Graceful Ageing

**LAUNCHED** 2014

**FOR WHOM?** Low-income seniors aged 60 and above with no or low caregiver support

**WHY?** Delivering more proactive and flexible healthcare services in the homes of at-risk, socially isolated and low-income seniors pre-empts admission to hospitals or nursing homes and preserves independence.

**HOW?** This community-based programme leverages on existing services in the community, including the capabilities of AWWA Senior Activity Centre. Care service personnel provide care coordination and a variety of personal care services to seniors in their homes, from picking up groceries and/or meals, doing housekeeping and laundry, and bathing for seniors to monitoring blood pressure and glucose levels, doing simple wound dressing and offering medication reminders.

## Embarked in Promoting End-of-life Awareness

with a dedicated full-fledged Advance Care Planning practitioner with clients



# Dementia Day Care Centre

Supporting Persons with Dementia

## Accredited

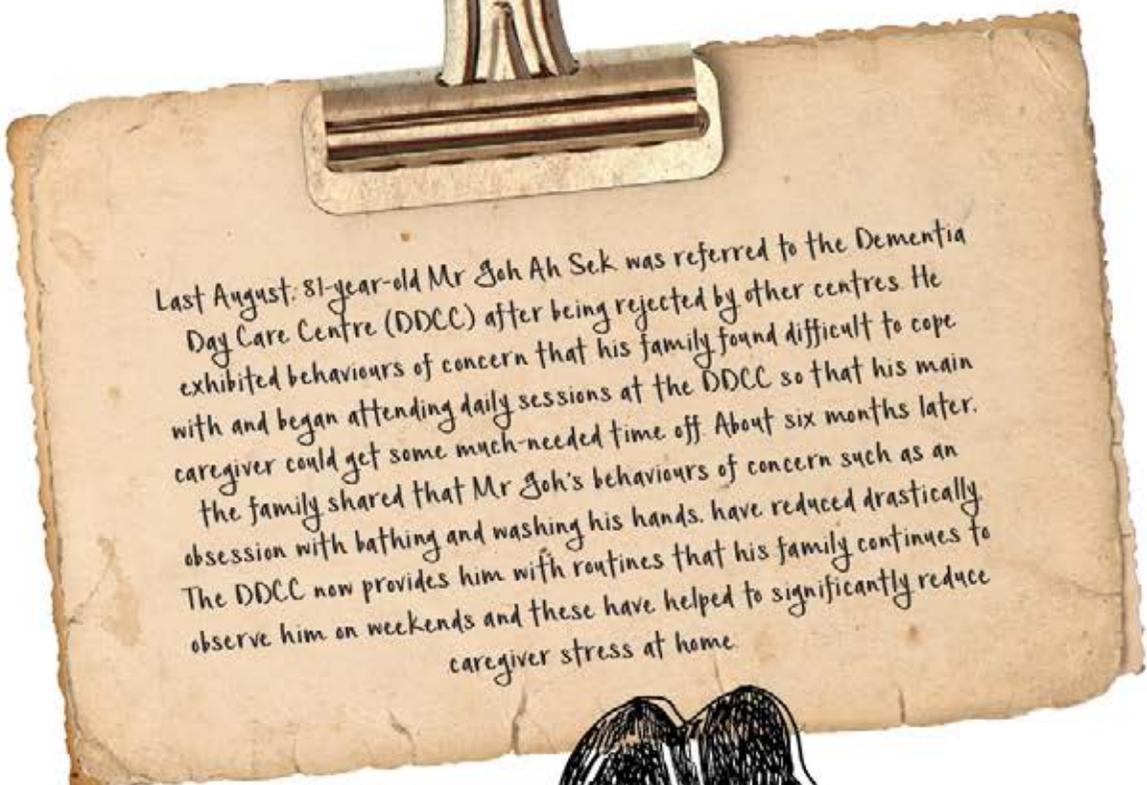
by Ministry of Health to operate as an Enhanced Dementia Day Care Centre in November 2015, less than a year after the centre opened.

**LAUNCHED** 2015

**FOR WHOM?** Persons diagnosed with mild to severe dementia

**WHY?** Slowing down the progression of dementia in seniors with the condition and managing behaviours of concern enables them to remain part of the community and provides caregivers with much-needed respite and support.

**HOW?** A multidisciplinary team led by trained dementia practitioners apply non-pharmacological methods and a person-centred approach when providing care for seniors with dementia. The centre also offers caregivers training on appropriate care skills and techniques.



Last August, 81-year-old Mr Goh Ah Sek was referred to the Dementia Day Care Centre (DDCC) after being rejected by other centres. He exhibited behaviours of concern that his family found difficult to cope with and began attending daily sessions at the DDCC so that his main caregiver could get some much-needed time off. About six months later, the family shared that Mr Goh's behaviours of concern such as an obsession with bathing and washing his hands, have reduced drastically. The DDCC now provides him with routines that his family continues to observe him on weekends and these have helped to significantly reduce caregiver stress at home.



**“FORGING A MORE  
INCLUSIVE AND  
ACCEPTING WORLD”**

The first steps to creating a more cohesive, understanding and caring society are awareness, education and participation. Every day, AWWA works on the ground in communities partnering like minded organisations and individuals around Singapore to dispel myths and prejudices, to educate, inform and support society at large in hopes of forging a more inclusive and accepting world where every individual can thrive in the face of adversity and contribute to the betterment of society.

**Advocating  
An Inclusive  
Society**





"The Resource and Training Centre has been a godsend! Its collection of materials is diverse and covers the multitude aspects of special needs education. My daughter Kayla (who has autism) and I have benefitted greatly from it. The books, items from the Toy Library and the DVDs, in particular, have been invaluable in helping me to map and enhance her learning journey.

I am grateful that ANWA had the vision to set up this excellent centre that has helped so many children with special needs, their parents, teachers and therapists."

Reena Dhar

## Resource and Training Centre

Providing Access to Knowledge and Resources

LAUNCHED 2008

**FOR WHOM?** Parents, caregivers, professionals and educators

**WHY?** Create greater awareness and understanding of people with special needs by making knowledge and skills in this area accessible and affordable.

**HOW?** Members of the public can borrow, with a nominal membership fee, over 4,000 print and audio-visual resources at the Resource Centre as well as more than 1,000 toys, bought on the advice of therapists, at the Toy Library. A variety of talks and workshops are regularly held to provide knowledge and practical strategies, including Disability Awareness Workshops that educate and inform students and educators in mainstream schools.



### Courses for Caregivers

6 courses for caregivers of children with special needs or disabilities approved under the Caregivers Training Grant administered by the Agency for Integrated Care.



### Special Guest Ingeborg Nebelung

A Norwegian music therapist who shared an alternative way to engage children with profound disabilities through music.



### Special Guest Cassandra Wye

A famous English storyteller who brought stories alive with props and taught parents how to do so to engage children with special needs.

## Community Partnership

Bringing People Together

LAUNCHED 2009

**FOR WHOM?** Individual and corporate partners who wish to engage in meaningful giving by contributing time, talent or treasure.

**WHY?** The generous support and contributions of donors and volunteers ensure AWWA, a voluntary welfare organisation with limited resources, can continue to deliver a wide range of quality services to those in need.

**HOW?** Individuals from all walks of life and employees of our corporate partners can extend a helping hand through raising funds, contributing donations-in-kind or giving of their time or skills. Special events or activities such as corporate fundraisers or matching gifts programme that target specific AWWA services or programmes can also be arranged to meet the objectives of individual donors and volunteers and corporate partners.

### Largest Mosaic Made of Positionable Notes

(Singapore Book of Records)

More than 2,000 AWWA staff, clients and volunteers penned encouraging words to promote volunteerism in celebration of AWWA Volunteer Appreciation Day on 23 May 2015. Held at Vivo City, 2,015 pieces of notes were assembled to form the image (4.8m by 3.9m) of *Vanda Miss Joaquim*, Singapore's national flower that symbolises the resilience of the volunteers.

More than \$3.2 Million

was raised in FY15/16 with the assistance of individual and corporate partners.



Volunteer photographer Stefan Smola has been taking photos for various AWWA events, as well as for other Voluntary Welfare Organisations, since he retired several years ago and decided to use his skills in photography to help others. He has even taken photos pro bono at the weddings and birthday celebrations of less privileged people around Singapore and says seeing people enjoy the fruits of his labour is a reward unto itself.

"Most people underestimate their own abilities to give. It's not enough to build ramps and elevators; we have to befriend them." - Stefan Smola



In celebration of SG50, **AIA Singapore** raised \$250,000 to help 50 families-in-need by pledging to donate \$1 for every insurance policy taken up and other fundraising events.

Employees of **C&H Properties** love Zumba and decided to share their passion for healthy living for a good cause in organising an annual Zumba session for public, in raising funds for AWWA School.



Through its initiative "Begin with Love" Charity Drive, **Neo Group Limited** start the year by donating their revenue generated from their catering business on the first day of the New Year to different charities including AWWA.



In celebrating its 125<sup>th</sup> Anniversary, **Northern Trust** raised funds in subsidising the transportation costs for children with special needs in attending school.

In addition to its annual Bull Charge event that raised over \$1 million, **Singapore Exchange Limited (SGX)** has invited AWWA clients to design their signature bull as token of appreciation for their donors. SGX employees have also actively volunteered with AWWA such as celebrating festive seasons with the seniors.



In celebrating its 10<sup>th</sup> Anniversary, students and teachers from **SIM University** volunteered with children with special needs and seniors through different activities and outings.



## Different ways our Corporate Partners Give

2015 - 2016



## Allied Health Professional Group

*Building Capability  
and Capacity*

LAUNCHED 2015

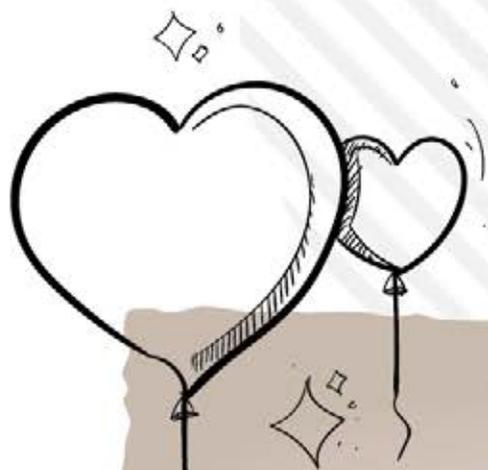
**FOR WHOM?** Social service providers, Voluntary Welfare Organisations (VWOs) and allied health professionals such as occupational therapists, physiotherapists, speech and language therapists, music therapists and psychologists.

**WHY?** Build capacity and capability among allied health professionals while providing a comprehensive range of professional and qualitative healthcare services to AWWA, social service providers and VWOs.

**HOW?** Qualified allied health professionals in various disciplines gain on-the-job training and exposure to different groups of clients at AWWA and various social service providers and VWOs, which broadens and deepens their skills and experience. They are also offered job rotation possibilities within different AWWA services, creating greater job satisfaction and better job retention.

## Outsourced to 8 Agencies

in the Intermediate and Long-term care (ILTC) sector and three agencies in the disabilities sector.



-Thank you for organising the Mother's Day Celebration! It is a great and meaningful experience for all of us! We definitely made a right choice to switch Germaine to Kindie Garden!

We like the conducive environment where the school is spacious and open concept of the classrooms without any walls built in between. The full length windows allowed lots of natural lights to pour into the classrooms. More importantly, the teacher to students ratio is low and thus, enabled the teachers to focus on each child.

- Gladys Wee, mother of Germaine Wong  
(a typically-developing child transferred to Kindie Garden in March 2016)



## Kindle Garden

*Building Inclusiveness  
Through Bridging  
Diversity*

**LAUNCHED** 2016

**FOR WHOM?** Typically-developing children and children with special needs aged between 18 months and 6 years

**WHY?** Providing a non-discriminatory curriculum for both typically-developing children and children with special needs encourages them to embrace diversity and develop mutual respect and understanding from an early age.

**HOW?** The use of evidence-based practices and having a team of educators, which includes allied health professionals and early interventionists, who work in close cooperation create a fertile environment for the children to grow and gain knowledge. The children are encouraged to play, interact, discover, ask questions and analyse. A low student-teacher ratio allows learning to be more personalised to suit each child, promoting strong bonds and optimum development.

**ASPIRATION:**

To be recognised as a model social service provider in Singapore and the region.

**AIM:**

To continually pioneer and develop comprehensive range of services from infancy to old age to fulfill our mission and aspiration.



**People  
Giving  
to People**



# Board of Directors



**Ms Janice Ang**  
Chairperson



**Mrs Rosana Quek**  
Deputy Chairperson



**Ms Ayadurai Jeyamalar**  
Board Director



**Ms Claire Lim**  
Board Director



**Ms Ng Chin Yu**  
Board Director



**Mrs Sandra Berrick**  
Board Director



**Mr Chan Wai Leong**  
Board Director



**Ms Beatrice Chen**  
Board Director



**Mr H. Subramaniam**  
Board Director



**Ms Tan Khoo Hiap  
(Mrs Christine Dhanabalan)**  
Board Director until 27.01.16



**Ms Chung Wei Han**  
Board Director



**Mrs Thum Lay Chwan**  
Board Director



**Mrs Pearl Goh**  
Board Director until 21.09.15



**Mr Teo Chin Seng**  
Board Director w.e.f. 06.11.15



**Ms Woo Sin Yue**  
Board Director w.e.f. 27.11.15



**Ms Clara Yue**  
Board Director

Photo unavailable – Mrs Denis Low (Ms Phua Seok Eng)

# Corporate Information

## Board of Management and Executive Management

NAME	CURRENT DESIGNATION	DATE OF APPOINTMENT (Current designation)	LAST BOARD APPOINTMENT	OCCUPATION
Ms Janice Ang	President	September 2013	President	Former Chief Financial Officer
Ms Chung Wei Han	Honorary Secretary	September 2013	Honorary Secretary	Former Legal Counsel
Ms Clara Yue	Honorary Treasurer	September 2013	Honorary Treasurer	Former Consultant
Mrs Rosana Quek	Member	September 2013	Vice President	Former Banker
Ms Claire Lim	Member	September 2013	Assistant Honorary Secretary	Former Legal Counsel
Ms Ng Chin Yu	Member	N.A.	N.A.	Former Financial Controller

COMMITTEE APPOINTMENT	DESIGNATION	NAME	CURRENT OCCUPATION
Audit Committee	Chairperson	Mr Natarajan Subramaniam	Company Director

NAME	DESIGNATION	DATE OF APPOINTMENT
Mr Tim Oei	Chief Executive Officer	January 2009

## AWWA Annual Remuneration Salary Band

FINANCIAL YEAR	\$100,001 – \$200,000	\$200,000 and above
2015 - 2016	9	1

## Reserve Policy

AWWA targets an optimum of five years of operating expenditure for surpluses generated. These reserves will be the source of funding the operations of the services within AWWA. Currently AWWA has reserves of not more than three years of operating expenditure.

The Asian Women's Welfare Association is registered and domiciled in Singapore and was registered as a society under the Societies Act on 16<sup>th</sup> June 1970. It was established as a charity on 7<sup>th</sup> November 1984. The Association is governed by its Constitution.

The Association is an approved Institution of a Public Character.  
Unique Entity Number (UEN) : S70SS0021J  
Registered Address : 9 Lorong Napiri, Singapore 547531

On 7<sup>th</sup> January 2015, the Association incorporated AWWA Ltd., a Singapore company limited by guarantee. The Association is the sole member of AWWA Ltd. ("AWWA"). On 1<sup>st</sup> April 2015, the Association transferred its operations to AWWA Ltd. under an Asset Transfer Agreement. Therefore, effective from 1<sup>st</sup> April 2015, AWWA Ltd. took over the operation of all the charitable services and activities previously managed by the Association. The principal activity of the Association is that of supervising and directing the activities of AWWA Ltd. and holding investment properties. The Association owns two properties at Norris Road which it rents out and the rental income is donated to AWWA Ltd.

AWWA Ltd. is a registered charity and has received approval as an Institution of Public Character with effect from 1<sup>st</sup> April 2015. The Association's original mission, aspiration and aims remain unchanged but the services and activities towards fulfilling them are undertaken by AWWA Ltd.

The Report sets out the activities of the Association and AWWA Ltd for the year ended 31<sup>st</sup> March 2016 as though they were a single entity. Reference to AWWA means AWWA Ltd.

The annexed audited consolidated financial statements form part of this Annual Report.

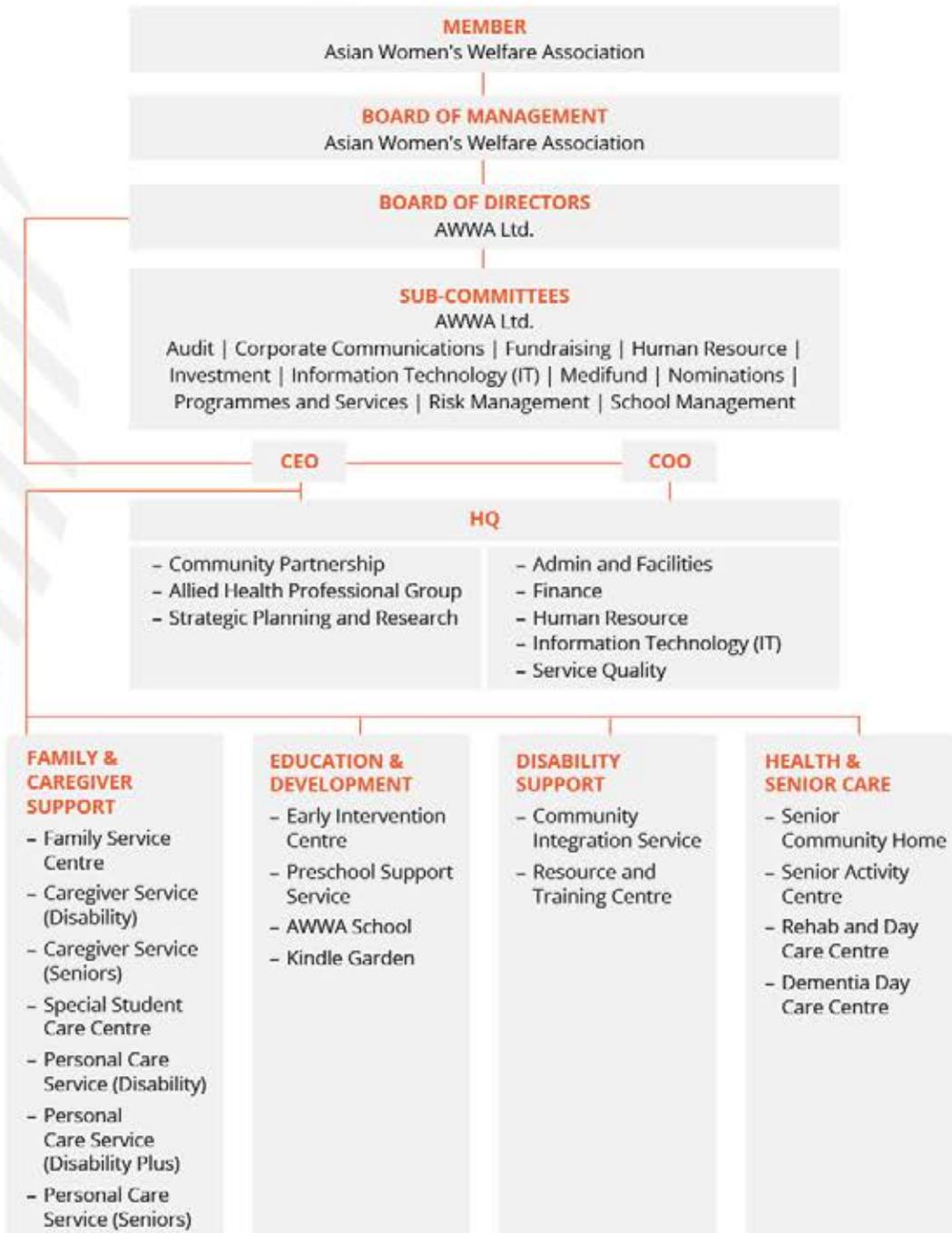
The full Corporate Governance Report can be found:  
<https://www.awwa.org.sg/about-us/financial-responsibility/>

<b>BANKS</b>	DBS, UOB and OCBC
<b>AUDITOR</b>	Baker Tilly TFW



Please scan here for the full Corporate Governance Report.

# Organisation Chart



# Office Bearers and Management

BOARD APPOINTMENT	NAME
Chairperson	Ms Janice Ang
Deputy Chairperson	Mrs Rosana Quek

COMMITTEE	CHAIRPERSON
Audit Committee	Mr Natarajan Subramaniam
Corporate Communications Committee	Ms Beatrice Chen
Fundraising Committee	Ms Woo Sin Yue
Human Resource Committee	Ms Ayadurai Jeyamalar
Investment Committee	Mrs Thum Lay Chwan
IT Committee	Mr Teo Chin Seng
Medifund Committee	Ms Chung Wei Han
Nominations Committee	Mr Chan Wai Leong
Programme and Services Committee	Mrs Rosana Quek
Risk Management Committee	Mr Natarajan Subramaniam
School Management Committee	Mrs Sandra Berrick

SENIOR MANAGEMENT	NAME
Chief Executive Officer	Mr Tim Oei
Chief Operating Officer	Ms Tan Siok San
Director, Caregiver Service	Mr Manmohan Singh
Director, Disability Support, Education and Development, Family and Caregiver Support	Mr J R Karthikeyan
Principal, AWWA School; Director, Education and Development	Ms Ruby Chiew
Director, Family Service Centre	Mr Edwin Yim
Director, Finance	Ms Vivienne Tan
Director, Health and Senior Care, Family and Caregiver Support	Mr Keith Lee
Director, Human Resource	Ms Nuryasmin Hannah
Assistant Director, Strategic Planning and Research	Ms Karen Liew
Senior Manager, Community Partnership	Ms Anthea Kiu



### *Volunteer with Us Today*

It is said that the world has always been changed for the better by a handful of committed people. Join us to make a difference.

To volunteer, please contact us at Tel: **6511-5200** or email us at [volunteer@awwa.org.sg](mailto:volunteer@awwa.org.sg).

### *Give a Gift*

No gift is too big or small. Your gift today will go a long way in enhancing the quality of lives of children, persons with disabilities, disadvantaged seniors, low-income families and/ or caregivers in providing them with the support and resources they need.

To make a donation, please contact us at Tel: **6511-7394** or email us at [giving@awwa.org.sg](mailto:giving@awwa.org.sg)

## **AWWA** *Directory* **PROGRAMMES AND SERVICES**

### **AWWA HQ**

9 Lorong Napiri, Singapore 547531  
Tel: 6511 5200  
Fax: 6489 0775  
Email: [contactus@awwa.org.sg](mailto:contactus@awwa.org.sg)

### **VOLUNTEER MANAGEMENT**

Email: [volunteer@awwa.org.sg](mailto:volunteer@awwa.org.sg)  
Tel: 6511 5200

### **DONATION**

Email: [giving@awwa.org.sg](mailto:giving@awwa.org.sg)  
Tel: 6511 7394

### **AWWA ALLIED HEALTH**

#### **PROFESSIONAL GROUP (AHPG)**

9 Lorong Napiri, Singapore 547531  
Tel: 6511 7034  
Fax: 6511 5208  
Email: [ahpoutsource@awwa.org.sg](mailto:ahpoutsource@awwa.org.sg)

### **FAMILY & CAREGIVER SUPPORT**

#### **AWWA FAMILY SERVICE CENTRE**

Blk 107 Towner Road,  
#01-356, Singapore 321107  
Tel: 6511 9456  
Fax: 6291 6639  
Email: [fsc@awwa.org.sg](mailto:fsc@awwa.org.sg)

#### **AWWA CAREGIVER SERVICE**

Blk 6 Boon Keng Road  
#01-52, Singapore 330006  
Tel: 6511 5318  
Fax: 6341 5044  
Email: [caregiver@awwa.org.sg](mailto:caregiver@awwa.org.sg)

#### **AWWA CAREGIVER SERVICE (DISABILITY)**

9, Lorong Napiri, Singapore 547531  
Tel: 1800 299 2992  
Fax: 6489 0775  
Email: [caregiver@awwa.org.sg](mailto:caregiver@awwa.org.sg)

#### **AWWA SPECIAL STUDENT CARE CENTRE**

9, Lorong Napiri, Singapore 547531  
Tel: 6511 5260  
Fax: 6511 5209  
Email: [studentcare@awwa.org.sg](mailto:studentcare@awwa.org.sg)

#### **AWWA PERSONAL CARE SERVICE (DISABILITY)**

9, Lorong Napiri, Singapore 547531  
Email: [pcaredisability@awwa.org.sg](mailto:pcaredisability@awwa.org.sg)

#### **PCS (DISABILITY)**

Tel: 6511 5252  
Fax: 6511 5208

#### **PCS (DISABILITY PLUS)**

Tel: 6511 5304  
Fax: 6511 5209

## HEALTH & SENIOR CARE

### **AWWA DEMENTIA DAY CARE CENTRE**

Blk 123 Ang Mo Kio Avenue 6,  
#01-4035, Singapore 560123  
Tel: 6511 9479  
Fax: 6459 6720  
Email: dementiadc@awwa.org.sg

### **AWWA REHAB & DAY CARE CENTRE**

Blk 126 Ang Mo Kio Avenue 3,  
#01-1929, Singapore 560126  
Tel: 6511 6790  
Fax: 6552 7520  
Email: rehabdc@awwa.org.sg

### **AWWA SENIOR ACTIVITY CENTRE**

Blk 123 Ang Mo Kio Avenue 6,  
#01-4011, Singapore 560123  
Tel: 6511 6690  
Fax: 6454 6292  
Email: sac@awwa.org.sg

### **AWWA SENIOR COMMUNITY HOME**

Blk 123 Ang Mo Kio Avenue 6,  
#02-4035, Singapore 560123  
Tel: 6511 6686  
Fax: 6553 0752  
Email: snrcomhome@awwa.org.sg

### **AWWA PERSONAL CARE SERVICE (SENIORS)**

Blk 123 Ang Mo Kio Avenue 6,  
#01-4011, Singapore 560123  
Tel: 6511 9480  
Fax: 6454 6292  
Email: sac@awwa.org.sg

## EDUCATION & DEVELOPMENT SUPPORT

### **AWWA EARLY INTERVENTION CENTRE**

Email: earlyintervention@awwa.org.sg  
11, Lorong Napiri, Singapore 547532  
Tel: 6511 5300  
Fax: 6511 5281

Blk 661 Hougang Ave 4, #01-375,  
Singapore 530661  
Tel: 6511 7025  
Fax: 6489 0775

### **AWWA PRESCHOOL SUPPORT SERVICE**

9, Lorong Napiri, Singapore 547531  
Tel: 6511 5209  
Fax: 6511 5209  
Email: pressupport@awwa.org.sg

### **AWWA SCHOOL**

11, Lorong Napiri,  
Singapore 547532  
Tel: 6511 5280  
Fax: 6511 5281  
Email: school@awwa.org.sg

### **KINDLE GARDEN (INCLUSIVE PRESCHOOL)**

20 Lengkok Bahru, #02-05  
Singapore 159053  
Tel: 6511 7660  
Email: enquiry@kindlegarden.com.sg

## DISABILITY SUPPORT

### **AWWA COMMUNITY INTEGRATION SERVICE**

9, Lorong Napiri, Singapore 547531  
Tel: 6511 5210  
Fax: 6511 5209  
Email: communityintegration@awwa.org.sg

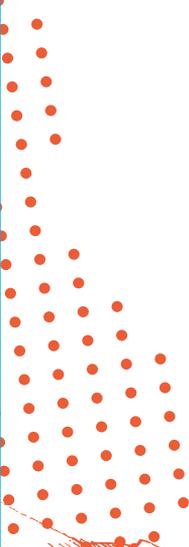
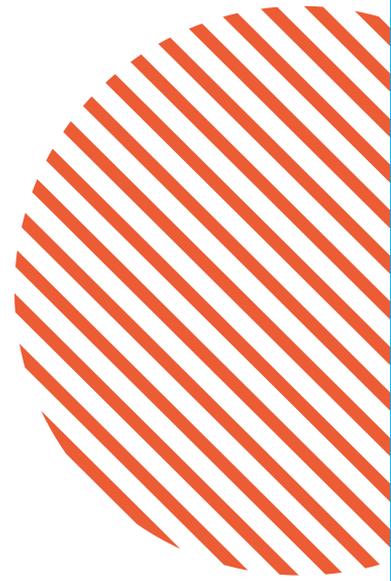
### **AWWA RESOURCE & TRAINING CENTRE**

11, Lorong Napiri, Singapore 547532  
Tel: 6511 5310  
Fax: 6511 5311  
Email: resourcetrng@awwa.org.sg



**AWWA celebrates the successes of our clients who amaze us by defying the odds and overcoming trials and tribulations in their lives. With the help of our staff, volunteers and support network, we will continue to turn challenges into opportunities and move mountains in our quest for an inclusive society where equal opportunities are available to people of all ages.**

**The road is long, the winds strong.  
Yet, we journey on.**



**AWWA Ltd  
9 Lorong Napiri, Singapore 547531  
Tel: 6511 5200  
Fax: 6489 0775  
Email: [contactus@awwa.org.sg](mailto:contactus@awwa.org.sg)**

