



AWWA

Everyday

HEROES

ANNUAL REPORT
2016 – 2017

Everyday Heroes

Anyone can be a source of inspiration to those around them. At AWWA, our clients who overcome their day-to-day challenges and triumph over them and the caregivers who take care of their loved ones ceaselessly are the true heroes among us. Our ethos of 'People Giving to People' embodies the essence of putting people first, understanding our clients' needs, and helping them to maximise their potential to lead more dignified and independent lives.

Every little success is worth celebrating, and it is through tough times that the "heroes" within us surface. AWWA journeys alongside our clients and their families, helping them to turn challenges into opportunities and empowering them to realise their abilities, and in turn become a source of motivation for all.

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“... aspires to higher standards, to provide excellence in our services and care of clients”



Message from the Chairperson

2016 was yet another milestone year for AWWA. We continued to grow - in breadth, and as importantly, depth of services. We also worked to up the ante in our persistent endeavour for excellence in the provision of care for our clients.

The opening of three additional Early Intervention Centres – in Hougang (2016), Fernvale and Kim Keat (2017) – will enable AWWA to serve up to 800 preschoolers by early 2018. We continue to invest in early intervention as the life-changing consequences of early diagnosis and specialised care for children with developmental delays and conditions cannot be emphasised more. Such intervention allows for a smoother transition into special or mainstream schools when they reach school-going age, and for the child to maximise his/her potential for independence.

With our home-based services, AWWA now provides this specialised and value added service to clients at different life stages – preschoolers, children, adults and the elderly.

This enables clients to stay engaged in the community or access services they would otherwise not be able to reach.

It has always been the philosophy of AWWA that our Model of Care aspires to higher standards, to provide excellence in our services and care of clients.

The CARF¹ accreditation in March this year is an outcome of this quest for excellence: AWWA Special Student Care Centre is the first Child/Youth Day Care Centre in Singapore to be issued with this accreditation. The accreditation is an endorsement of our commitment to continually deliver quality services. It also demonstrates our commitment to putting the needs of our clients at the center of everything we do.

Another initiative AWWA is working towards is the *Spark of Life* Centre of Excellence for our Dementia Day Care Centre. With this, AWWA will be Singapore and Asia's first to receive this accreditation. With the *Spark of Life* approach, AWWA works not just to provide for the functional approach of care but also to uplift the spirit of people with dementia.

Our Risk Management committee, formed last year, continues to work to ensure that AWWA's risk exposure is well managed and internal controls remain robust.

We could not have done this alone – so once again, a big thank you to our staff, volunteers, donors, government agencies, advisors and partners in walking this journey with us. Your dedication to the cause is much appreciated, and together, we continue to give our clients hope for a better tomorrow.

Janice Ang
Chairperson
AWWA Ltd.

¹CARF: Commission on Accreditation of Rehabilitation Facilities.

Headquartered in the US, CARF International is an independent, nonprofit accreditor of health and human services. A CARF accredited organisation demonstrates that it has applied a comprehensive set of international standards for quality to its business and service delivery practices. In addition, CARF accreditation confirms that a program or service is committed to continuous quality improvement, accountability for its performance through evidence based outcomes, and monitoring the satisfaction of the persons served.



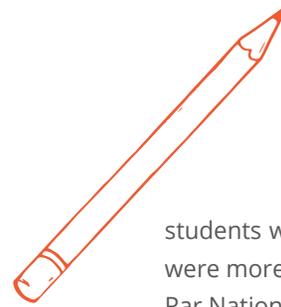
Message from the CEO

Allow me this opportunity to applaud and salute our clients – all 6,000 of them, for enriching our lives and allowing us to see real life and true heroes in our midst.

Through their endeavours to live each day to the fullest they possibly can, it only spurs us to do more, to reach out and fill gaps of services so that more can receive the help they require. One such initiative is the Adult Disability Home. This will provide for post 18 year olds who may require a place to live so that they can live independent lives and continue to be integrated in society. Our Transitional Shelter Programme, which will be launched in 2018, helps families as they work to get back on their feet and provide stability for their loved ones.

The bravery of our clients, in the odds they face, encourages us to focus on abilities, rather than disabilities. With this, our students at AWWA School continue to amaze us with their achievements: As part of its 38th anniversary celebrations, AWWA School has once again succeeded in breaking yet another record in the Singapore Book of Records with the largest montage of tote bags measuring 5.5mx7.6m. With the collective effort of teachers, School Management Committee, Board of Directors and volunteers, our

“The bravery of our clients, in the odds they face, encourages us to focus on abilities, rather than disabilities.”



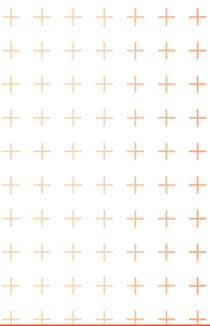
students worked hard painting and decorating the bags to add to the collection. There were more reasons to celebrate as our students picked up three gold medals in the Haw Par National Youth Para Athletics Championships.

While all caregivers are heroes in their own rights, at the Model Caregivers’ Awards, a group is selected to represent the cohort as we recognise those who give unstintingly to care for loved ones, day in and day out. The 8th Model Caregivers Awards in 2017 was also the first time we partnered with four other VWOs – Caregivers Alliance, St Luke’s, Thye Hua Kwan Moral Society and MINDS, as more from the sector join us to applaud this group of extraordinary people.

AWWA has always been at the forefront in championing the cause of caregivers. Through our Caregiver Services, we provide for those who care for loved ones across life stages and disabilities. We have also strengthened our integrated home and centre-based services; reaching out to seniors who may be largely house-bound. We now provide this group the option to age in their own home and with their family, giving families an alternative option to a nursing home.

Many a time, we are blessed from small acts of kindness from strangers. Seemingly small acts of service can make a big difference to the lives of those served. Through our Resident Medical Escort team, able-bodied and mobile residents at our Senior Community Home escort frail residents to medical appointments. Our ambassadors, themselves, clients of the Senior Activity Centre now provide extended assistance to their charges and provide help with grocery shopping, housekeeping and lunch distribution to those who otherwise have difficulty carrying out these tasks. This truly exemplifies our ethos of *People Giving to People*. In this year’s report, we have included stories of some of the everyday heroes in our midst. We hope you will be as moved as we are to continue to support them through the work we do.

Tim Oei
Chief Executive Officer
AWWA



The AWWA Story



AWWA's journey in contributing to the needs of the underserved began in 1970 by the will of one woman, Mrs Shakuntala Bhatia, to fill a gap after the wives of the British troops left in the late 1960s. She rallied like-minded women in Singapore to pick up where the British women left off in helping the needy.

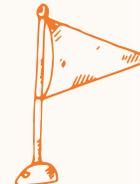
In the beginning, the work consisted of general welfare services. What started out as a group of caring individuals coming together to distribute rations to low-income families evolved into becoming a social service provider. Under the banner of the Asian Women's Welfare Association (AWWA), Mrs Bhatia and her peers identified gaps in the community and delivered much-needed services to help the aged and persons with disabilities. Their goal was to empower the marginalised and socially-disadvantaged, 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) in 1976 to serve seniors aged 60 and above who are 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).



Mrs Bhatia's work laid the foundation for AWWA. Today, AWWA continues to serve the disadvantaged, providing much needed services at different life stages. Services include disability support, education and development, family and caregiver support and, health and senior care.

True to its heritage, AWWA continues to evolve and innovate to fill gaps in the community, venturing into new areas where there is a need. For this and ongoing programmes, we work with community partners, government agencies, volunteers, and donors who have rendered strong support to further AWWA's cause to empower the disadvantaged and maximise their potential.

An organisation with a single-minded mission:

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

Embracing Disabilities

- AWWA School**
Providing Holistic Education in a Nurturing Environment
- Community Integration Service**
Supporting Mainstream Social Integration
- Early Intervention Centre**
Enhancing Learning Capabilities
- Special Student Care Centre**
Revitalising Caregivers and Cultivating Students' Social Competency
- Preschool Support Service**
Optimising Learning Opportunities
- Personal Care Service (Disability) and Personal Care Service (Disability Plus)**
Enabling Community Living and Reducing Social Isolation

- Family Service Centre**
Rebuilding Families
- Caregiver Service (Disability) and Caregiver Service (Seniors)**
Caring for Caregivers

Strengthening Families & Empowering Caregivers

Enabling Ageing-In-Place

- Senior Community Home**
Enabling Dignified and Independent Living
- Senior Activity Centre**
Promoting Social Interactions and Participation
- Rehab and Day Care Centre**
Preserving Physical Independence and Mobility
- Personal Care Service (Seniors)**
Providing Integrated Medical and Social Care
- Dementia Day Care Centre**
Supporting Persons with Dementia
- Integrated Home and Day Care**
One-Stop Service Provider



- Resource and Training Centre**
Providing Access to Knowledge and Resources
- Community Partnership**
Bringing People Together
- Allied Health Professional Group**
Building Capability and Capacity
- Kindle Garden**
Building Inclusiveness through Bridging Diversity

Advocating An Inclusive Society

JACQUELINE WOO, AWWA COMMUNITY INTEGRATION SERVICE

“A meticulous and hardworking student, Jacqueline rose above her disabilities to perform...”

Like any regular youth, Jacqueline enjoys hanging out with friends and going on overseas community service trips. However, beneath Jacqueline’s cheery disposition is a young lady who has Torsion Dystonia (involuntary and repetitive muscle contractions). Her condition has not only resulted in scoliosis of the spine and poor sitting posture, but also affected her speech clarity. As a child, Jacqueline was fully dependent on her mother as she found it difficult to control her body movements and perform self-care needs.

With support from the AWWA Community Integration Service (CIS), Jacqueline was determined to help herself and sought physio, occupational and hydrotherapy, educational and social support. Apart from the physical rehabilitation, Jacqueline also participated actively in various training workshops and overnight camps organised by CIS to develop her social and independent living skills. With the training, she joined various community outreach projects in neighbouring countries and contributed to the less privileged communities there.

Jacqueline rose above her disabilities to perform creditably through her years of education, earning herself a B. A. (Hons) in History from the National University of Singapore (NUS) this year. Now, Jacqueline is able to look after her own self-care needs, walk short distances without support and uses a manual wheelchair. For her admirable tenacity and drive to succeed, Jacqueline was awarded the AWWA TEACH ME Special Achievement Award in 2012. She continues to participate in our camps and social events, and is a mentor to guide her younger peers in planning and organising activities.

DETERMINATION



Programmes And Services

At AWWA, we believe that opportunities should be extended to everybody. Persons with disabilities also have a wealth of potential which can flourish and grow in their own space and pace. This is why we work to support our clients in every step of their journey to help them develop their potential, supporting them in their growth and endeavours to make their dreams come true.

01 AWWA School



With two main programmes designed for students (aged 7 to 18), AWWA School provides quality special needs education and support services that focus on both the academic and non-academic development of the students:

Project Challenge caters to students with Autism Spectrum Disorder or other behavioural concerns to help them develop socially appropriate behaviours and enhance their learning process.

Special Education Programme is dedicated to students with multiple disabilities to equip them with important life skills and techniques to attain independence and self-reliance.

02 Community Integration Service (CIS)

Working with mainstream schools, CIS integrates children and youth with physical disabilities and low-vision into the community and enhances their quality of life. Through a transdisciplinary team of therapists of various disciplines, psychologists, social workers and counsellors, CIS supports schools in addressing their students' educational and physical needs so as to increase their participation in the community, at home and in school.

03 Early Intervention Centre (EIC)

Through tailored and individualised learning plans and goals, EIC provides holistic support such as therapy, counselling and other aspects of intervention for children aged from birth to 6 years old with developmental needs, addressing their learning and developmental challenges for a smoother transition to special or mainstream schools.

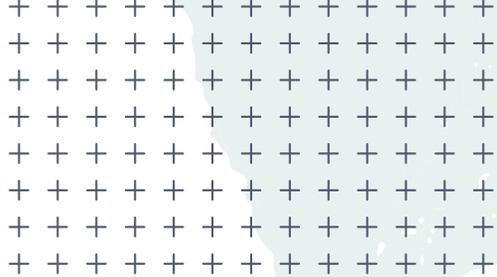


04

Special Student Care Centre (SSCC)

An after-school care service for students (aged 7 to 18) with Autism Spectrum Disorder or multiple disabilities, SSCC keeps students engaged with an array of enriching activities that complement their education, enhance socialisation and build up their independence and self-reliance.





05



Preschool Support Service (PSS)

With a group of trained Learning Support Educators, clinical professionals and therapists working in tandem with parents, PSS optimises learning opportunities for children aged 4 to 6 years with mild developmental delays attending mainstream preschools to overcome their challenges. Key areas of development include Learning and Literacy, Attention and Behaviour, Fine Motor Skills and Handwriting, Gross Motor Skills, Speech and Language Development and Social-emotional skills.

06

Personal Care Service (Disability) – PCS (D)

Personal Care Service (Disability Plus) – PCS (D Plus)



PCS (D) provides a suite of home-based services for clients (aged 16 to 55) with multiple disabilities. These include home-based therapy, housekeeping, personal hygiene support and medication reminders, to provide daily essential care for them to lead more comfortable lives and providing respite for caregivers. Through activities and outings, as well as weekly befriending sessions, PCS (D Plus) is devoted to enabling social interaction and enhancing quality of life so clients feel less isolated and disconnected.

Key Highlights

Continuous Delivery of Quality Service

SPECIAL STUDENT CARE CENTRE (SSCC) IS CARF-ACCREDITED

In March 2017, SSCC received CARF Accreditation in recognition of their efforts to provide consistent quality care. The CARF Accreditation is awarded to service providers who display superior performance by internationally accepted standards, as well as a commitment to persistently improve on quality. Our clients can be assured that they are receiving the best possible care.

AWWA Personal Care Service (Disability) has also excelled in their endeavour to provide support for persons with disabilities. 100% of PCS (D)'s clients and caregivers scored 3.5/5 or more in a client and caregiver satisfaction survey by the Ministry of Social and Family Development.



Overcoming Developmental Challenges for Improved Quality of Life



Catering to 120 children with developmental needs in our newly launched *Early Intervention Centre @ Hougang*



278 clients and caregivers from Community Integration Service had better understanding and coped better with their conditions



392 children requiring developmental support in mainstream schools supported by Preschool Support Service

Community Integration Service

With increased outreach efforts, AWWA Community Integration Service was able to empower potential clients with the knowledge of available support for children and youth with disabilities. More than 300 students are receiving resources needed to improve their quality of life and maximise their fullest potential.

Preschool Support Service

In order to better support young clients facing developmental challenges, AWWA Preschool Support Service rolled out several workshops catered to parents and teachers on behavioural management. This provides our clients with a more focused and personalised service to support them in breaking through their developmental challenges.



Celebrating Achievements



AWWA School students received 3 Gold medals at the *Haw Par National Youth Para Athletics Championships*



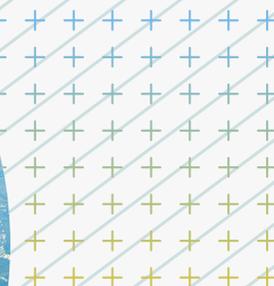
AWWA School entered Singapore Book of Records with *389 hand-painted tote bag montage measuring 5.5m x 7.6m*

Special Education Conference 2016

AWWA School's teachers are a group of dedicated individuals who continuously develop and improve on teaching methods and practices. At the Special Education Conference 2016, Mdm Noriyah Binte Sani was awarded the MOE Outstanding SPED Teachers Award and Mdm Noraisha Binte Mohamed was awarded the MOE Masters Scholarship to pursue her Masters in Special Education at NIE.

AWWA School Sports Day

Graced by Mr Loh Chee Khoo, also known as the "One-Arm Spartan", AWWA School Sports Day also celebrated the achievements of the students with the theme "Sports with a Difference – Everyone's a Winner." The day was fun and joyful, a great reminder of the potential of all our students.



MDM NURAIDA, AWWA FAMILY SERVICE CENTRE

“Regaining her independence and resuming her role in looking after her family, Mdm Nuraida’s family emerged stronger and closer than before.”

Housewife Mdm Nuraida Salim never once thought she would lose her mobility to diabetes last year at the young age of 42. Mdm Nuraida has two teenaged daughters and a 5-year-old son. Her son has autism and attention deficit hyperactivity disorder (ADHD) and is schooling in AWWA Early Intervention Centre. Mdm Nuraida’s unexpected lower limb amputation in August 2016, coupled with her increased dependency on her family, put a strain on their relationship.

As one who prides herself as being an active and independent woman, the stress of dealing with her disability made Mdm Nuraida hot-tempered. Her daughters had to learn to be more independent by doing more household chores, caring for their younger sibling with special needs, and taking their mother to the clinic for check-ups. Her husband was understanding and had to juggle work and looking after his wife then.

Despite losing her limb, Mdm Nuraida has not lost her tenacity and willpower to fight on. She has adapted quickly to her new prosthetic limb and regained her mobility within a month of intensive personal training and rehabilitation. Mdm Nuraida has regained her independence and resumed her role in looking after her family. The family has also emerged stronger and closer than before.

INDEPENDENT



STRENGTH
ENING

*Families and
Empowering
Caregivers*



Programmes And Services

Committed to forming strong family ties throughout our society, AWWA tirelessly devotes resources and support for families and caregivers to overcome their adversities. As with the people they care for, the well-being of caregivers is equally important. Working alongside our clients, we believe that everyone has the ability to grow from their challenges and thrive as a family given the appropriate assurance and guidance, and together we can strive for a stable and cohesive society.



01 Family Service Centre (FSC)

FSC reaches out to families-in-need to provide them with the help and training they require to cope with their challenges and grow in resilience. Through the spirit of giving and receiving, AWWA hopes that they are inspired to support other families through difficult times.



02 Caregiver Service (CS)

Caregivers are engaged through various initiatives designed to help them shoulder their caregiving duties with greater optimism and confidence. These include life-skills training, mutual help groups, as well as the provision of respite opportunities to emphasise self-care.

Key Highlights

Reaching out to the Community



In its first year as a pilot programme, *Caregiver Service (Disability)* screened 309 family caregivers using the Caregiver Stress and Support tool as part of an initial needs assessment



Caregiver Service (Seniors) supported 42 family caregivers through *Carer Support@ Centres*, a pilot initiated by AIC in 2016 with 4 participating partner VWOs

Caring for Caregivers

Caregivers play a crucial role in providing round-the-clock care for their loved ones at home but their needs are often overlooked. AWWA Caregiver Service (Seniors) (CSS) at Boon Keng reached out to 956 caregivers through a host of activities – such as caregiving awareness talks and caregiving life skills training. Caregivers also engaged via a platform - the Caregivers Connect support network where they mutually supported and encouraged each other, exchanging tips and experiences on caregiving, as well as enjoying outings together.

CSS also supported 42 caregivers under the CarerSupport @ Centres pilot, an Agency for Integrated Care (AIC) initiative funded by Temasek Cares, to identify stressed caregivers through individualised screening. Caregiver Service (Disability) (CSD), a pilot funded under the Tote Board's Enabling Lives Initiative, was launched in May 2016. Recognising the lifelong commitment of caregivers caring for persons with disabilities, CSD aims to support them as they provide for their care recipients from childhood to adulthood. By conducting the caregiver needs assessment, we seek to identify areas of needs and strive to better support them along their journey.



Family Service Centre reached out to 2597 families

Engaging the Youth

The youths are a vital part of our social fabric and the future of our country. In supporting the youth, AWWA Family Services embarked on the Youth-At-Risk Engagement (YARE) pilot framework. It helps youths aged 16 to 21 who display at-risk traits such as school refusal, family relationship issues and negative peer influences.

The Centre provides casework, group work, service learning and engagement with family and friends and provides guidance in overcoming difficulties in their daily lives.

Through ELEVATE, a 3-year pioneering initiative by the National Council of Social Service, we work with students from the Institute of Technical Education (ITE) through a service learning model. ELEVATE was the amalgamation of experience that AWWA had gained through previous youth support programmes, and serves to engage youths through outreach and workshops. It also enables them to build resilience as well as a more positive outlook on life and future employment.

Celebrating Clients' Successes



Inspiring Families

AWWA Family Service Centre (FSC) Annual Gathering highlights the milestones of FSC's clients and their families. This year, 223 clients from 64 families joined this event in celebration of their triumphs and unity in times of adversity. Awards were also presented to inspiring individuals who displayed outstanding resilience despite their challenging circumstances. Prudential Singapore also launched their new community programme, PRUcares, which offers immediate financial support to individuals or families who are unable to work due to unforeseen limitations.



Recognising Service

AWWA celebrates our clients' achievements and acknowledges their admirable resilience. This year, AWWA Caregiver Service (CS) partnered the Agency for Integrated Care, National Council of Social Service and four other community partners to jointly organise the 8th Model Caregiver Awards. The Awards celebrate the tenacity, perseverance and dedication of family caregivers of all ages and backgrounds including young students, working adults, retirees and domestic helpers.

The biennial Awards saw the highest participation since its inception in 2007, counting 66 nominations from 18 agencies and 40 recipients across five categories – Model Caregiver (Individual), Model Pioneer Caregiver, Model Caregiving Domestic Helper, Model Young Caregiver and Model Caregiving Family.

MR HO KOON LONG, AWWA SENIOR COMMUNITY HOME

“Unlike the lifestyle I was leading before – living from day-to-day, I am now able to help others and feel happy that I can do that.”

Being homeless for about seven years, Mr Ho Koon Long, a divorcee, was referred to AWWA Senior Community Home by a medical social worker when he suffered a mild stroke which led to numbness on the right side of his face in 2014. This prevented him from doing strenuous activities and he was also unable to work. As a result, he had no income to support himself. Mr Ho felt that life had no meaning and was worried that the numbness on his face would be permanent and lead to a disability.

At the Senior Community Home, Mr Ho became happier and more active, keeping himself occupied with activities such as *Bingo* and morning exercise with his roommates. Not only did he manage to bounce back from a difficult point in his life, he contributed back by becoming a source of support for his roommate who was diagnosed with cancer by helping him with chores and running errands.

Today, he volunteers to bring other seniors for medical appointments and feels he has a purpose in life.

PURPOSEFUL



ENABLING
Ageing-in-place



Programmes And Services

A person's golden years should be filled with joy and comfort, with the autonomy to make decisions and independence to carry out activities that they wish to do. Through various community-based programmes and services at AWWA, we walk the journey and provide a tender and distinctive care that enhances the quality of life for our seniors.



01 Senior Community Home (SCH)

SCH provides a warm home for low-income seniors aged 60 and above who are not eligible for public housing and without family support. With access to healthcare services and regular social activities, seniors are encouraged to lead active and independent lives.

02 Senior Activity Centre (SAC)

A drop-in centre for low-income seniors living in selected rental flats in the vicinity; the centre organises recreational activities that promote social interaction and participation, and enhances the quality of life of the seniors through greater engagement, support and companionship.



03 Rehab and Day Care Centre (RDCC)

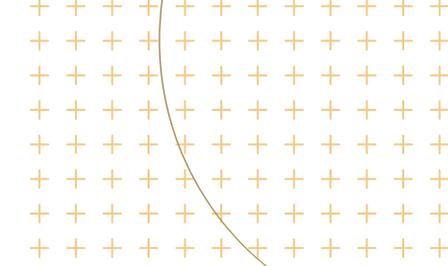


Supporting seniors who face physical challenges in carrying out their Activities of Daily Living, RDCC offers structured and holistic rehabilitation programmes such as physio, occupational and speech therapy to improve their physical abilities as best as possible. It also offers day care services such as recreational and mental stimulation activities, and caregivers training.

04 Personal Care Service (Seniors) – PCS(S)



PCS(S) works with AWWA SAC in delivering coordinated care and personal care services to seniors with little or no caregiver support who would otherwise be admitted to hospitals or nursing homes. It reinforces the integration between medical and social care providers so as to facilitate hospital discharge planning, allowing a smoother transition of the clients back into the community.





05 Dementia Day Care Centre (DDCC)

Through a multi-disciplinary team of therapists, social workers and nurses, DDCC supports persons with dementia in managing behaviours of concern, engaging them through meaningful activities and providing caregivers with the much-needed support and respite.



06 Integrated Home and Day Care (IHDC)



A pilot programme, IHDC comprises centre-based activities and home-based care that enables seniors with multiple health and social needs to continue living in the community and at home with their loved ones. As a one-stop provider of multiple services including personal care, meals delivery and medical escort, it delivers seamless care to seniors, monitoring and tailoring the care plan based on their changing needs.

Key Highlights



Forging friendships

AWWA often collaborates with our clients to improve services which will in turn benefit them. The "Resident Medical Escort Team" was launched by AWWA Senior Community Home in empowering seniors to care and escort frail residents to medical appointments in the spirit of friendship and mutual support.



Seniors helping Seniors

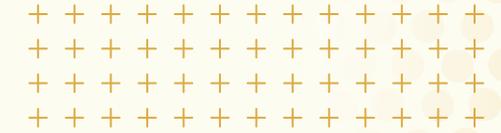
AWWA Senior Activity Centre has also recruited seniors into their "Senior Empowerment Project", where they are trained to run centre activities and become Centre Ambassadors in promoting handicraft made by seniors in the centre.

In addition, the senior volunteers are also trained to reach out to socially isolated clients through home visits and work on their physical well-being by teaching them simple exercises.



Empowering Seniors

AWWA often collaborates with our clients to improve services which will in turn benefit them.



Enhanced Quality and Improved Efficiency

Assessing Current Services

At AWWA, we endeavour to constantly improve the quality of care and service for our clients. AWWA Senior Community Home has partnered Conjoint Consulting to conduct an Impact Assessment to evaluate the programme and care model of the home, to assess if the needs of the seniors have been met and if their quality of life has been improved.



Always Striving for Improvement

A Merit Award was presented to the nursing team from AWWA Senior Community Home at the National Healthcare Group (NHG) Quality Day 2016 for its contribution on safe practices for medicine packing, administration and medication records. Their efforts led to more timely, accurate medicine packing and administration as well as more standardised medication records.

At AWWA, we endeavour to constantly improve the quality of care and service for our clients.



Technological Advancements

Through the migration of medical records to 'IngoT', an electronic case management system, AWWA Rehab and Day Care Centre has increased its productivity and efficiency in processes. The system enables the healthcare team to record and track the progress of clients, develop care plans and share information seamlessly.

Towards Spark of Life Centre of Excellence Accreditation

This year, AWWA Dementia Day Care Centre has adopted the *Spark of Life* philosophy as the core philosophy of care. *Spark of Life* is a 'whole systems approach' to dementia care implemented in residential and community aged care organisations to enable rehabilitation and 'reementia' (the regaining of lost cognitive and functional abilities) through enriching relationships and the culture of care in an organisation.

The focus is on the quality of the connection between the carer and the client. We aim to foster kindness, compassion, empathy, respect and an attitude of unconditional love in interactions between care staff and clients.





Maintaining Independent and Dignified Lives

Ensuring a Safe and Clean Home

AWWA Personal Care Service (Seniors) partnered with the Community Development Council on the Silver Homes project. It aims to provide a healthy, safe and clean environment for seniors staying in rental units through home improvement works and eradicating bedbug infestation. This prevents or delays institutionalisation and allows the seniors to maintain independence and dignity.



Supporting Seniors at Home

AWWA strongly supports seniors in their desire to age at home. AWWA Integrated Home and Day Care is a pilot programme by Agency for Integrated Care that aims to allow seniors to do just that. An alternative option to nursing home, this one-stop service offers personalised care services for our seniors and extends it to their caregivers as well. By being empowered to age gracefully at home, they can pursue the activities that they enjoy and maintain their independence.



80% of Gym Tonic clients of AWWA Rehab and Day Care Centre have shown good progress in functional abilities and strengthening of lower limb muscles



Understanding Dementia

Seniors' families also play a vital role in fulfilling the potential for them to age gracefully at home. AWWA Dementia Day Care Centre conducted the first Care Partner workshop this year, to educate family members on dementia, as well as provide tips in caring for their loved ones.



KEITH HUNTER, VOLUNTEER AT AWWA SPECIAL STUDENT CARE CENTRE

“I feel that I have received more from the children than I give them.”

Previously a Managing Director of a digital printing company in Australia, Keith Hunter moved to Singapore two years ago with his wife. At 55 years old, he felt he was too young to retire and wanted to do something to help others. While Keith could have used his professional skills and knowledge in finance for skills-based volunteering, he was looking for a more direct and hands-on volunteering experience that would allow him the opportunity to give back to society in a meaningful way.

And so Keith started his volunteering journey at AWWA Special Student Care Centre a year ago after visiting the after-school care for children with special needs/ disabilities. He felt a connection with the students on his first visit and has been volunteering with the centre every day, five days a week and when the centre is at its busiest.

With his daily commitment in helping out at the centre, Keith is no stranger to the children where he performs the role like a regular staff. He would teach the children to draw, sing with them and clean up after them. Without any prior experience in working with children with special needs, Keith acquainted himself with the centre’s activities and was quick in engaging the children of different developmental needs with his vivacious personality.

DEDICATED



ADVOCATING

An Inclusive Society



Programmes And Services

Everyday AWWA works to dispel myths and prejudices, to educate and to inform the public in order to create a society in which everyone will be free to explore and fulfil their potential in spite of their disabilities and circumstances. Only through greater knowledge and understanding will it be possible to forge a more inclusive and accepting society where every individual can thrive in the face of adversity and contribute to the betterment of society.

01 Resource and Training Centre (RTC)

Parents, caregivers, professionals and educators can turn to RTC, a book and toy library, to gain greater awareness and understanding of persons with special needs or disabilities. It gives them access to valuable resources at an affordable cost to support their loved ones on their journey to live fulfilling lives.

02 Community Partnership (CP)

CP works with individuals and corporate partners who wish to engage in meaningful giving by contributing their time, talent or donation. Their generous support enables AWWA to continue to deliver a wide range of quality services to those in need.

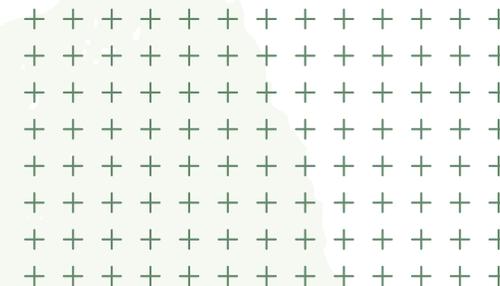


03 Allied Health and Professional Group (AHPG)

The AHPG serves as an internal therapy hub in building capability and capacity among allied health professionals such as occupational therapists, physiotherapists, speech and language therapists, music therapists and psychologists. It also provides a comprehensive range of professional and qualitative therapy to other Voluntary Welfare Organisations and social service providers.

04 Kindle Garden (KG)

Kindle Garden (KG), an inclusive preschool, serves both typically-developing children and children with special needs between 18 months and 6 years old in a non-discriminatory environment. Through interaction from learning and play, children are encouraged to embrace diversity and develop mutual respect from an early age.



Key Highlights

Raising Awareness and Changing Perspectives



600 participants attended talks and workshops organised by AWWA Resource and Training Centre on a variety of topics ranging from autism to sensory and sexuality issues



30% of the children in our inclusive preschool, Kindle Garden, have additional needs and are studying alongside typically developing children



398 new members and 14,012 items have been loaned out by AWWA Resource and Training Centre



900 participants attended awareness talks on disabilities and training on Special Education needs at AWWA Resource and Training Centre

Promoting Greater Understanding

Through Superhero Me – a community arts movement supported by the Lien Foundation encouraging resilience and social inclusion, Kindle Garden and early childhood educators from Wheelock College initiated a project to create stories showcasing life from the children’s perspective. An inclusive society is created when we are able to see things from the perspective of those who see life through a different lens.

Planning for the Future

In studying the effectiveness of inclusion, Kindle Garden collaborated with the National Institute of Education to evaluate how inclusion is experienced and perceived by varying stakeholders like children, parents and staff in Kindle Garden. Findings will guide the evaluation of current perceptions and social climate which will help to formulate changes for greater inclusive practices.



People Giving to People (Community Partnership)



Raised close to \$3.2 million in donations



13,188 volunteers
73,040 hours volunteered
\$732,073 saved

We Dare

AWWA believes in empowering clients and stretching them to their fullest potential. We are heartened when our volunteers share the same belief in their journeys with us. One of our online campaigns, “Dare To Love” brought together 41 runners who dared themselves to run for AWWA at the Standard Chartered Marathon and Kids Dash. Our youngest runner, then, only 2 years old, serves as an inspiration and reminder to us that anyone can give back regardless of age or abilities.





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 fulfil our mission and aspiration.



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
(resigned on 15.9.16)



Mr Chan Wai Leong
Board Director



Ms Beatrice Chen
Board Director



Mr Natarajan Subramaniam
Board Director



Ms Chung Wei Han
Board Director



Mrs Thum Lay Chwan
Board Director



Mr Teo Chin Seng
Board Director
(resigned on 20.10.16)



Ms Woo Sin Yue
Board Director



Ms Clara Yue
Board Director

Photo unavailable – Mrs Denis Low (Ms Phua Seok Eng)
Board Director (resigned on 13.7.16)

Corporate Information

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

On 7th January 2015, the Association incorporated a wholly-owned subsidiary, AWWA Ltd. ("AWWA"), a company limited by guarantee in Singapore. The Association is the sole member of AWWA. On 1st April 2015, the Association transferred its operations to AWWA under an Asset Transfer Agreement. Therefore, effective from 1st April 2015, AWWA took over the operation of all the charitable services and activities previously managed by the Association.

The principal objective of AWWA Group which is made up of the Association and AWWA is to empower the disadvantaged to maximise their potential to lead dignified and independent lives. The Association leases out its investment properties to generate rental income.

AWWA is governed by its Constitution and is a registered charity. It has received approval as an Institution of a Public Character since 1st April 2015.

This Annual Report sets out the activities of the Association and AWWA for the year ended 31st March 2017 as though they were a single entity. The annexed audited consolidated financial statements for the year ended 31 March 2017 and governance report of AWWA form an integral part of this Annual Report.

Corporate Information of the Association

<i>UEN No.:</i>	S70SS0021J
<i>Registered Address:</i>	9 Lorong Napiri, Singapore 547531
<i>Bankers:</i>	DBS Bank United Overseas Bank Ltd OCBC Bank
<i>Auditors:</i>	Baker Tilly TFW LLP

Board of Management

<i>Name</i>	<i>Current Designation</i>	<i>Date Of Appointment</i>
Ms Janice Ang	President	September 2015
Ms Chung Wei Han	Honorary Secretary	September 2015
Ms Clara Yue	Honorary Treasurer	September 2015
Ms Claire Lim	Member	September 2015
Ms Ng Chin Yu	Member	September 2015
Mrs Rosana Quek	Member	September 2015

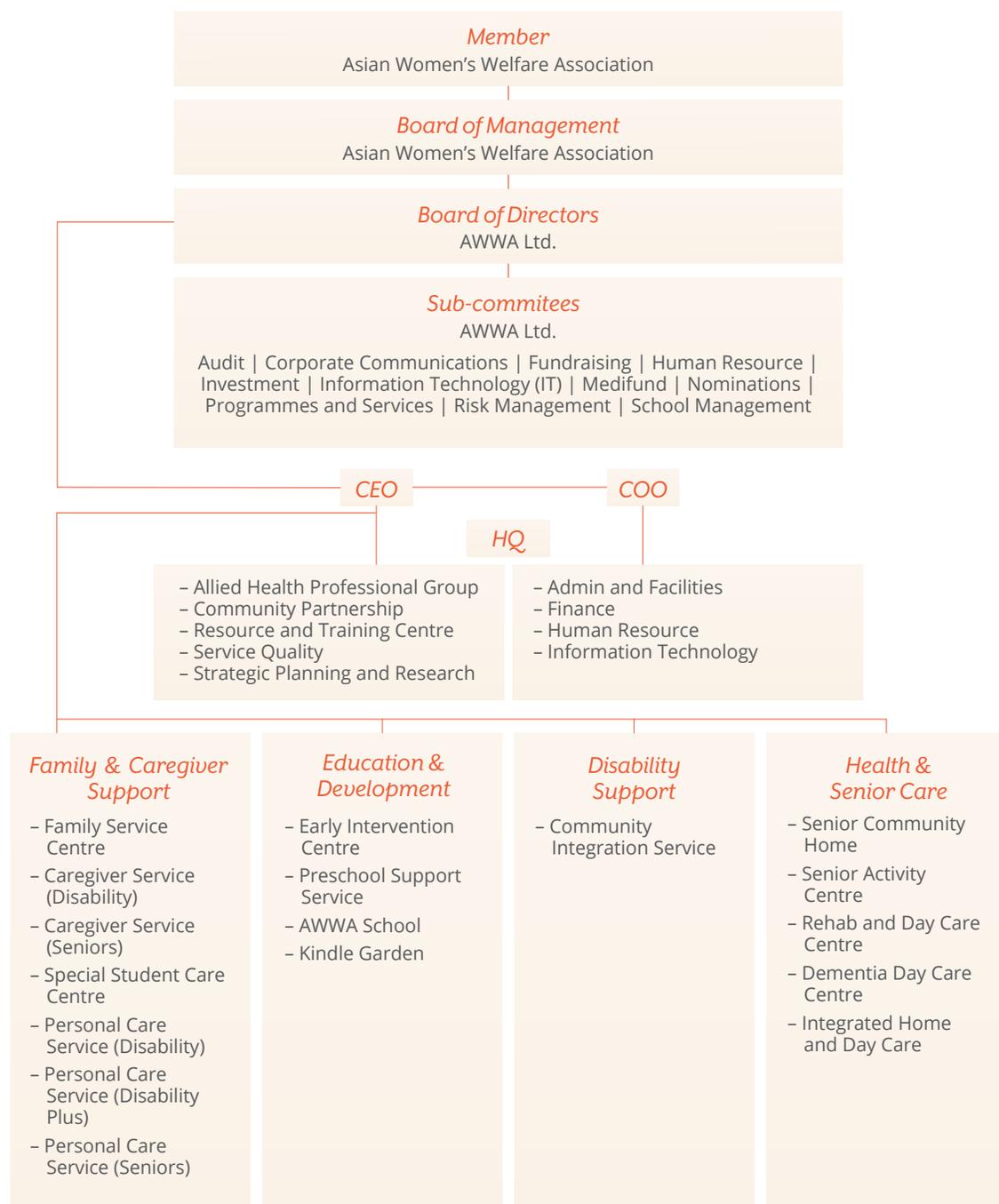
Corporate Information of AWWA

<i>UEN No.:</i>	201500785Z
<i>Registered Address:</i>	9 Lorong Napiri, Singapore 547531
<i>Bankers:</i>	DBS Bank United Overseas Bank Ltd OCBC Bank
<i>Auditors:</i>	Baker Tilly TFW LLP
<i>Company Secretaries:</i>	Chan Wan Mei Gan Lee Teng

Board of Directors

<i>Board Appointment</i>	<i>Name</i>
Chairperson	Ms Janice Ang
Deputy Chairperson	Mrs Rosana Quek
Board Director	Mr Chan Wai Leong Ms Beatrice Chen Ms Chung Wei Han Ms Ayadurai Jeyamalar Ms Claire Lim Ms Ng Chin Yu Mr Natarajan Subramaniam Mrs Thum Lay Chwan Ms Woo Sin Yue Ms Clara Yue Mrs Sandra Berrick (resigned on 15 Sep 2016) Ms Phua Seok Eng (resigned on 13 Jul 2016) Mr Teo Chin Seng (resigned on 20 Oct 2016)

Organisation Chart



Office Bearers and Management

Board Sub-Committees and Chairpersons	Name
Audit Committee	Mr Natarajan Subramaniam
Corporate Communications Committee	Ms Beatrice Chen
Fundraising Committee	Ms Woo Sin Yue
Human Resource Committee	Ms Ayadurai Jeyamalar
IT Committee	Mr Chan Wai Leong
Investment Committee	Mrs Thum Lay Chwan
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 Rosana Quek

Senior Management	Name
Chief Executive Officer	Mr Tim Oei (appointed on 1 January 2009)
Chief Operating Officer	Ms Tan Siok San (resigned in July 2016)
Director, Disability Support, Education & Development Family & Caregiver Support	Mr J R Karthikeyan
Director, Education & Development	Ms Ruby Chiew
Director, Family & Caregiver Support	Mr Manmohan Singh
Director, Family & Caregiver Support	Mr Edwin Yim
Director, Family & Caregiver Support, Health & Senior Care	Mr Keith Lee
Director, Finance	Ms Vivienne Tan
Director, Human Resource	Ms Nuryasmin Hannah
Assistant Director, Community Partnership	Ms Pauline Cheah
Assistant Director, Strategic Planning and Research	Ms Karen Liew

Total Annual Remuneration for Top 3 Senior Executives

Remuneration Bands	No. of Executives
S\$100,000 - S\$199,999	2
S\$200,000 - S\$299,999	1



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

Give a Gift

No gift is too 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



AWWA LTD.
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EMAIL: CONTACTUS@AWWA.ORG.SG