

“We make a living by what we get,  
we make a life by what we give.”

- Winston Churchill -



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ANNUAL REPORT 2014-2015



## MISSION

TO EMPOWER THE DISADVANTAGED TO MAXIMISE THEIR POTENTIAL TO LEAD DIGNIFIED AND INDEPENDENT LIVES.

## 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.

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## From Our President

“

*“People Giving To People”  
is AWWA’s brand promise.*

”



AWWA puts people first. This is the fundamental idea behind our brand today - People Giving To People. These four simple words define how AWWA's staff, Board, committees, corporates and individuals offer their time, expertise and care to the organization's programmes and constituents - we are giving to fellow human beings as individuals coming together for a common purpose.

With this clear promise, we pushed more purposefully into filling the gaps in services that we had identified earlier. On 17th January this year, Prime Minister Lee Hsien Loong officiated the opening of our Dementia Day Care Centre in Block 123 Ang Mo Kio, providing professional care to 40 seniors and much needed respite for their caregivers. We also extended professional nursing support on home care basis to 200 plus seniors in the vicinity, ensuring that those who could not leave their homes were not neglected. For our younger constituents, in partnership with Lien Foundation, we developed a new model for pre-school - An Inclusive Preschool where children of all abilities can come together and learn and grow as one. Other new initiatives and expansion of existing programmes are detailed in the services section of this report.

In line with our growth, the Board agreed that it was timely to move the provision of our services from a society to a company limited by guarantee to ensure stronger risk governance and better operational efficiency. This was accomplished within the year and AWWA has been accorded the Institution of Public Character (IPC) status.

We are grateful that our efforts in giving were bolstered not just by monetary donations, but also by time and expertise provided by some 10,000 volunteers this year. Many of our volunteers had voiced that they had received as they gave, learning appreciation and graciousness along the way.

As AWWA enters into our 46th year of service, our brand promise reminds us that to give one's time and resources to fellow human beings in need is an extraordinary way to be of service. Thank you all for coming together in this extraordinary way.

**Janice Ang**  
*President*  
AWWA Board of Management

## From Our CEO



“

*In terms of the work we do, the services we offer, AWWA is considerably unique. In fact, we find it a challenge to benchmark ourselves against other charities. Nonetheless, we actively strive to be the best we can be in all that we do.*

”

2015 has been an exciting year for AWWA with the opening of the Dementia Day Care Centre and the pioneering of Kindle Garden – Preschool by AWWA, Singapore’s first inclusive preschool.

The commencement of our inclusive preschool marks an important milestone for AWWA. Built with purposeful design, Kindle Garden looks forward to delivering fun learning experiences in a universal environment for both developing students and students with special needs.

Our dedicated in-house Service Quality team strives to achieve continual service excellence while promoting and encouraging an inclusive society. They also serve to govern and improve service quality across the organisation and identify current gaps and future needs of the community.

Adopting a person-centred approach in serving our seniors and advocacy for dignified living as key fundamental concepts for our Dementia Day Care Centre, have won us recognition when we were awarded the Singapore Good Design Mark (SG Mark) under the Social Products category in March this year.

Our commitment to ensure the highest service quality for our clients continues with AWWA Special Student Care Centre, which serves students from special schools island-wide, as we embark on the journey to attain CARF accreditation – an award recognising the organisation’s pledge to meeting internationally recognized organizational and programme standards. AWWA has also been awarded Gold by the Singapore Health Award under the Charity category, for her exemplary efforts in promoting workplace health. In terms of operations and governance, we successfully implemented the SAP system for accounting, billing and procurement and also migrated to a new email system that better supports employees when accessing emails on the move.

Moving forward, our promise to the community is clear – In achieving our mission to empower and maximise people’s potential to lead dignified and independent lives, we will continue to BE the ‘PEOPLE GIVING TO PEOPLE’, by putting our clients first and foremost in whatever we do.

**Tim Oei**  
CEO  
AWWA

# Our Board



Seated (L - R): Mr. Chan Wai Leong (Member), Mrs. Rosana Quek (Vice President),  
Ms. Ayadurai Jeyamalar (Member)

Standing (L-R): Mr. N Subramaniam (Member), Ms. Chung Wei Han (Honorary Secretary),  
Ms. Beatrice Chen (Member), Mrs. Christine Dhanabalan (Independent Advisor)



Seated (L - R): Ms. Janice Ang (President), Mrs. Sandra Barrick (Member),  
Mrs. Clara Yue (Honorary Treasurer)

Standing (L-R): Ms. Claire Lim (Honorary Asst Secretary), Mr. Wong Hok Siong (Member),  
Mrs. Thum Lay Chwan (Honorary Asst Treasurer), Mrs. Pearl Goh (Member)

# Our Senior Management



Seated (L - R): Mr. Tim Oei (Chief Executive Officer), Ms. Nuryasmin Hannah (Asst Director, Human Resource), Mr. Manmohan Singh (Director, Caregiver Services)

Standing (L-R): Ms. Ruby Chiew (Director, Educational Services), Mr. Edwin Yim (Director, Family Services), Ms. Karen Liew (Asst Director, Community Partnership), Mr. J. R. Karthikeyan (Director, Intergration Services), Mr. Keith Lee (Director, Elderly Services), Ms. Vivienne Tan (Director, Finance)

# Our Governance Listing

## BOARD

Board Appointment	Name
President	Ms. Janice Ang
Vice President & Programmes & Services Committee Chair	Mrs. Rosana Quek
Honorary Treasurer	Ms. Clara Yue
Honorary Asst Treasurer & Investment Committee Chair	Mrs. Thum Lay Chwan
Honorary Secretary	Ms. Chung Wei Han
Honorary Asst Secretary	Ms. Claire Lim

Committee Appointment	Name
Audit Committee Chair	Mr. N Subramaniam
Corporate Communications Taskforce	Ms. Beatrice Chen
Fundraising Committee Chair	Mrs. Pearl Goh
HR Committee Chair	Ms. Ayadurai Jeyamalar
Nominations Committee Chair	Mr. Chan Wai Leong
School Management Committee Chair	Mrs. Sandra Berrick
Independent Advisor	Mrs. Christine Dhanabalan
Independent Advisor	Mrs. Denis Low

## SENIOR MANAGEMENT

Designation	Name
Chief Executive Officer	Mr. Tim Oei
Director, Caregiver Services	Mr. Manmohan Singh
Director, Educational Services	Ms. Ruby Chiew
Director, Elderly Services	Mr. Keith Lee
Director, Family Services	Mr. Edwin Yim
Director, Finance	Ms. Vivienne Tan
Director, Integration Services	Mr. J. R. Karthikeyan
Asst Director, Community Partnership	Ms. Karen Liew
Asst Director, Human Resource	Ms. Nuryasmin Hannah

# Our Governance

## CEO & List of Key Office Holders

Name	Current Designation	Last Board Appointment	Commencement of Last Appointment	Current Occupation
Mr. Tim Oei	Chief Executive Officer	N.A.	N.A.	N.A.
Ms. Janice Ang	President	Honorary Treasurer	Sep 2009	Executive Coach
Mrs. Rosana Quek	Vice President	Board Member	Sep 2011	Former Consultant
Ms. Chung Wei Han	Honorary Secretary	Honorary Secretary	Sep 2011	Former Legal Counsel
Ms. Clara Yue	Honorary Treasurer	–	–	Consultant (Management)

## Membership

As at 31 March 2014, the changes in the membership of AWWA

Year	Ordinary Members (excluding Absent Members)	Life Members	Absent Members	Total (excluding Absent Members)
FY12/13	29	48	24	77
FY 13/14	29	46	17	75

## AWWA Annual Remuneration Salary Band

Annual Remuneration Salary Band	FY 13/14
\$100,001 to \$200,000	2
\$200,000 & above	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 two years of operating expenditure.



Financial Statements /  
Report Supplement

# Our Organisation Chart

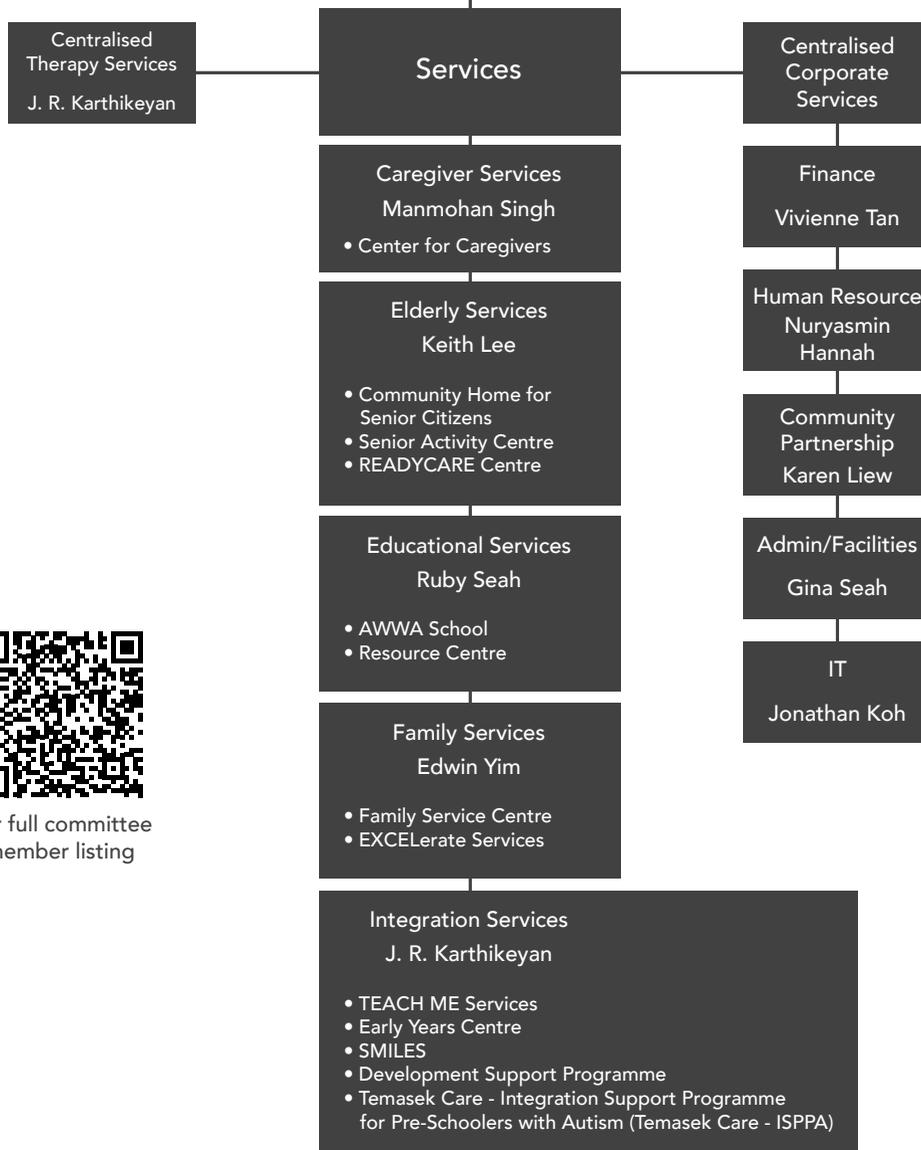
## BOARD OF MANAGEMENT

President, Janice Ang

Vice President, Rosana Quek



## Chief Executive Officer, Tim Oei



For full committee member listing

# Our Milestones

**01**   
Asian Women's Welfare Association (AWWA) was founded

1970

**03**   
Established Ang Mo Kio Community Home for the Aged.

1976

**05**   
The Handicapped Children's Playgroup received the UN Community Excellence Award.

1986

Ang Mo Kio Community Home for the Aged was renamed AWWA Community Home for the Senior Citizens.

**07**   
Pioneered the AWWA Therapy and Educational Assistance for Children in Mainstream Education (TEACH ME) Programme.

1991

**09**   
AWWA Seniors Activity Centre commenced services.

1997

1970

**02**   
AWWA Family Welfare Service was started.

1979

**04**   
Started the Handicapped Children's Playgroup.

1990

**06**   
Centre for Multiply Handicapped Children (CMHC) was registered with the Ministry of Education as AWWA Special School.

1995

**08**   
AWWA TEACH ME won the Family & Resource Training Centre (FRTC) Innovative Programme Award 1994.

1998

**10**   
AWWA Rehabilitation and Day Care (READYCARE Centre) commenced operations.

11



AWWA Early Years Centre was launched to provide early intervention for children with special needs from birth to 6 years old.

2005

13



AWWA Centre For Caregivers commenced services.

2006

15



AWWA EXCElerate Services for young adults (18 to 25 years old) with below GCE 'O' Level was introduced.

2010

17



AWWA was conferred with the inaugural President's Award for Volunteerism (Non-Profit) 2012.

2012

19



Launch of the revamped AWWA READYCARE Centre that provides holistic rehabilitation services to elderly people with physical challenges.

2014

20



Dementia Day Care Centre commenced operations.

2015

2006

2008

2012

2014

2015

14



AWWA Resource Centre was launched.

18



AWWA became the first non-profit organisation to be shortlisted as one of the finalists for HRM Award 2014, one of the most prestigious and important awards for local HR industry.



12

AWWA SMILES, an after school care centre for children with special needs commenced operations.

16



Accreditation of AWWA READYCARE Centre by the Ministry of Health (in line with the Ministry's new regulation) as a rehabilitation centre meeting its service requirements.

21



Inclusive Preschool was launched.

# Our Services

AWWA began its journey as a group of caring individuals coming together to provide human services to traditionally underrepresented individuals. Since the organisation's inception, AWWA has continuously evolved from its original mission to expand its services into a more holistic view of individuals and the communities in which they live. AWWA reaches out to people with disabilities, children, young adults, families and seniors within our communities. We serve thousands of constituents each year. We have brought to the forefront the awareness of diverse issues: education for children with special needs; support for people with disabilities across generations; and family support services from birth to ageing populations.

## Young Ones

AWWA School  
Development Support Programme  
Early Years Centre  
EXCELeRATE Services  
SMILES  
TEACH ME Services

## Caregiver Heroes

Centre for Caregivers  
Resource Centre  
Home Based Care Services

## Golden Seniors

Community Home for Senior Citizens  
Senior Activity Centre  
READYCARE Centre

## Family Affairs

Family Service Centre



## AWWA School

AWWA School provides special education to children with multiple disabilities and children with autism from 7 to 18 years old. The school strongly believes that every student has the potential to learn and excel, thus we always look at his or her abilities. Our students have excelled in the area of sports and have achieved Awards in National Special Schools Swimming and Track & field Championships. Our students also represented the school for the National Disability League Boccia. Not only that, the school broke the 3rd Singapore Record with the "Biggest Picnic Mat" in conjunction with the 35th School Anniversary Celebration. We are also proud to be the first Special Needs School to host President Tony Tan's visit.

Number of clients served: **128 multiple disabilities and 135 ASD (Autism Spectrum Disorders).**



### Mrs Susanna Chay, mother of Theodore Chay

*"Theodore has been here for 5 years from age 8 to 12 years, so there is a sense of belonging and attachment to AWWA School, teachers and friends. We are thankful that Theodore has benefitted from the special education program.*

*To name a few memorable highlights, he was given opportunities to experience rock climbing, horse riding @ RDA, in-line skating, learning to play soccer, performing Zumba with school mates for a charity event, making a day trip to Desaru to visit a fruit & ostrich farm and taking part in a swim event during AWWA Sports Day.*

*We wish to express our heartfelt appreciation and thanks to everyone who came along to guide him on his learning journey".*

### Ms Shen Li Ting, mother of Loh Xian Hao

*"I'm very happy that Xian Hao has improved since he joined AWWA School. He can now drink from his water bottle independently and helps to push his wheelchair-bound classmates around in school rather than needing someone to hold him to walk. Other improvements I hope to see in him in future is that he becomes more stable and agile in his movements."*

## Development Support Programme

AWWA Development Support Programme offers early intervention for children with mild developmental delay in mainstream pre-school (K1 and K2) to help them overcome their challenges and be better prepared for primary school. The holistic programme focuses beyond the child's limitations and incorporates the child's immediate environment such as their parents, teachers, and classmates to help the child overcome his or her challenges.

Therapy and learning support are introduced in the early stages of the children's learning such as speech, motor skills or socio-emotional development in their environment, helping them to generalise the skills learnt during intervention into a classroom set-up and ultimately realizes their potential for mainstream education.

Total number of children served: **103 children**



# Young Ones

## Parent of AWWA DSP Client, Kar Hong, is thankful to the teachers in DSP for teaching her son.

*"He is now in Primary 1 and has just gotten his report book. He is top 2 in his class. Here is his teacher's remark on his report card: 'Kar Hong is an active learner who displays the ability to think in great depth. He has a positive work attitude and is thoughtful in his actions towards those he comes in contact with. His sincere and unassuming nature has earned him the affections of his teachers and peers.' Thank you for teaching him."*

## Parent of AWWA DSP client, Ng JYK, is glad for the support given by DSP to his son, who is now passionate about learning.

*Teacher has noticed his improved attention in class and his eagerness to learn. Although he still need further support in his phonics, he displays positive engagement and willingness to learn. He even teaches me at home."*

## Early Years Centre

AWWA Early Years Centre (EYC) focuses on special needs children aged 6 and below. AWWA EYC adopts a trans-disciplinary approach and employs family-centered practices in the intervention offered to each child.

AWWA EYC offers two programmes – First Challenge and Early Intervention Programme for Infants and Young Children (EIPIC). First Challenge is a daily programme for children with Autism Spectrum Disorder (ASD) while EIPIC offers classes two to three times a week for children with other special needs. Each session lasts for 2.5 hours. To cater to a growing demand for children requiring special needs services, an extension to AWWA Early Years Centre was opened in April 2014.

Total number of children served: **180**



## Goh Zhi Xuan Germaine , Age : 1 year 5 months, Diagnosis : Global Developmental Delay (GDD)

*"After about half a year, we are delighted Germaine has made improvements in many areas. Through constant exposure to music and sensory-based activities, she cries lesser and can now enter the hydrotherapy pool without crying. As the program also provides OT and PT sessions, she can now grab objects better and can put objects in a box as compared to always throwing objects on the ground previously. We are amazed she can walk several steps with the help of a kay-walker. With the guidance from the dedicated teachers and therapists in AWWA Ltd, we believe our daughter will learn how to be independent in years to come."*

- Mr and Mrs Steven Goh, Germaine's parents

### Significant Progress:

- Cries less and participate in classroom activities
- Improved motor skills such as reach, grasp, and release objects.
- Started walking with help of a Kay- Walker

## Aqmarul Wazif Bin Abdul Wahab, Age : 6 year 3 months, Diagnosis : Autism Spectrum Disorder (ASD)

*"There are very much improvements in Aqmarul ever since he joins AWWA Early Years Centre in January 2013. From somebody who tends to look around and not focus in class, to somebody who can focus and compliant to instructions. He has improved a lot in social skills and able to share things with his friends." - Mother of Aqmarul*

### Significant Progress:

- Improved social skills such as playing with his friends in school
- Able to follow 2-step instructions independently
- Improved attention and focus on a given task

## EXCELerate Services

EXCEL 360 is a programme for young adults aged between 18 to 25 years old who have not attained a GCE O or N level certificate. The work focus on the psycho, social and emotional development of young adults, where they learn more about themselves and be better planned for the future. Last year, the centre ran the EXCEL 360 workshops with students from ITE to help raise higher awareness of what they can achieve for themselves by discovering their strengths they never knew had.

## SMILES

AWWA SMILES was established in 2006. It is an after-school care programme for students diagnosed with various special needs. AWWA SMILES strives to provide physical care, socialisation and complementary therapy to enrich the quality of life for students. Aside from that, AWWA SMILES also provides respite for caregivers as well as to enable them to return to the workforce and be economically active.

On a day-to-day basis, different types of enrichment activities will be conducted to engage the students. Enrichment activities are categorized according to the following: Life Skills, Physical Activities, Leisure Exploration, Visual Arts and Performing Arts.

Number of children and youth served: **41**



### **Mohd Haziq Bin Mohd Nazir**

Age : 7 years old

Diagnosis : Intellectual Disability with weak gross and fine muscles tone; needs support when walking

*"When Haziq is at AWWA, he learned good behaviour. He is more focused. There are good activities for him because the staffs are experienced and the place is fully equipped."*

Feedback from Father:

**Mr Mohammed Nazir Bin Bujang**

### **Chok Wei Xiang**

Age : 7 years old

Diagnosis : Autistic Spectrum Disorder (ASD)

*"When Wei Xiang is at AWWA, I know he is in good hands. Safety is my main concern because he has ASD. He is now independent in going to toilet and no need to wear diapers."*

Feedback from Mother:

**Mdm Sharon Kwan**

### **Syed Muhammad Mirza Bin Mohd Nasir**

Age : 10 years old

Diagnosis : Global Developmental Delay

*"When Mirza comes to AWWA SMILES, he will be safe. He will not play so much with the hand phone and electrical things at home. He has more initiative now when he goes home. He takes out the plastic bag and put the uniform into the washing machine himself."*

Feedback from Mother:

**Mdm Habibah Bte Mohamed**

# Young Ones

## TEACH ME Services

Started in 1991, AWWA TEACH ME Services has been serving children & youth with physical disabilities and low vision who attend main stream schools. The service aims to achieve AWWA's mission by helping these children and youth integrate into their schools and the community so that they can reach their fullest potential, and lead dignified and independent lives.

### School Integration Services

- School visits
- Consultation with school personnel on school integration strategies
- Assessment, recommendation and training on use of Educational Assistive Technology
- Access accommodations (Special accommodations for school and national level examinations)
- Transition support
- Training and capacity building for school personnel on disability issues

### Community Integration Services

- Mobile and centre bases rehabilitation services (Physiotherapy, Occupational Therapy & Speech Language Therapy)
- Educational intervention
- Casework & Counselling, social-emotional support for students and their families
- Independent Living Skills training through workshops and camps
- Sports and Enrichment programmes
- Parents and caregivers support and training

Total clients served: **372**

No. of school visits conducted for the purpose of school integration: **1129**



### Muhammad Shabirin, aged 9, diagnosed with Specific Language Impairment

*"My son has problems going to school last year that was really affecting us. AWWA has given a lot of support and helping him getting back to school. This year, he has shown great improvements and even shows interest in his studies. AWWA came to the school and home to help him in his school life. He actually looks forward to the visits and always updates us after each session. AWWA always keep the parents updated and work together with us. I am glad that we have AWWA to help us."*

**- Mdm Nor Shana, Mother of Muhammad Shabirin**

### Alexander Lim, aged 14, diagnosed with Osteogenesis Imperfecta, participant of Paracanoeing programme with AWWA TMS

*"It was not easy to find a suitable sport for Alexander, therefore we started tackling on his interest of water activities. Paracanoeing was the perfect choice as he is an avid swimmer in his free time. This allows an avenue for him to explore with peers and volunteers, to challenge his limits in a supervised comfortable environment."*

**- Mrs Lilian Lim, mother of Alexander Lim**

### Chen Yi Fang, aged 20, diagnosed with Left Hemiplegia, participant of Overseas Community Outreach 2014 @ Batam, Indonesia

*"From the camp, I learned to be independent and be more responsible for myself, and also learn to help the youngsters. I feel happy and satisfied, as well as being able to wider my knowledge and experience out of Singapore. Now, I have a few more experience in life to add on."*

## Centre for Caregivers

Established in 2006, AWWA Centre for Caregivers (CFC) has engaged more than 35,000 people in Singapore through various public education and outreach initiatives. It serves caregiving families of persons with disability, seniors, as well as chronically and terminally-ill through the provision of information, training and support programmes.

The Centre works with various government agencies and like-minded VWOs, community and corporate partners to advocate for more caregiver-friendly policies, support and services for caregiving families.

### Highlights and New Initiatives

- 1050 participants benefited from attending Caregiving Awareness Talks, Psychosocial Life-Skills workshops and Caregivers Connect activities.
- CFC became the 9th centre participating in MOH's Weekend Respite Pilot Service for family caregivers in March 2015. The centre started in February 2015 operating a day care service on Saturdays for seniors and adults with physical or cognitive disabilities.
- Of the 1,200 people engaged via Caregiving Life-Skills Awareness and Psycho-Social Training sessions, 450 were family caregivers attending workshops at TTSH Care Connect and other venues.
- Of the 600 family caregivers participating in Caregivers Connect activities, 90 percent affirmed reduced stress and having widened their network after participating.



**Ms Jennie Wee looks after her elderly mother who has ageing issues. She became a Caregivers Connect network member since March 2014 and has commented that she enjoys attending the self-care activities.**

*"I am glad I attended most of Caregivers Connect's self-care activities especially those conducted by Mr Gopu Ellappan. It is very beneficial and more caregivers should attend such workshops. Thanks to this session, I am more driven to take care of my neck and shoulder seriously."*

**Mdm Vimala Krishnan shoulders a heavy responsibility as the main caregiver to her husband who was diagnosed with dementia. But this did not stop her from committing time from her caregiving journey for respite and to relax away from home, while her domestic helper minded Mr Krishnan.**

*"I love attending Caregivers Connect activities. Honestly, I feel very happy. My mind is so relaxed and I am glad that I came today because I learnt a lot about eating healthy and definitely enjoyed preparing that Salsa Jumbo salad with my team members. I did not expect to win a prize too at this session. What a pleasant surprise! Thank you."*

# Caregiver Heroes



**Ms S.Y. Chan looks after her aged parents. Her dad is a diabetic patient and her mom has breast cancer. Whilst striving to give the best possible care to her parents, she experienced caregiver burnout. Ms Chan said she had no regrets, and was glad to have attended 6 modules of caregiving life-skills training modules.**

*"The Caregiving Life Skills training was a life saver! I found the series of workshops extremely useful. I was an emotional wreck when I first attended. By the end, I was less fearful and anxious as I felt better equipped to face my challenges. I looked forward to every session as I knew I would be with people in a similar situation and would be getting valuable advice on how to be a better caregiver. Thank you AWWA and all the trainers."*

**Ms Sharon Chng cares for her aged mother with dementia, and attended 2 modules in January 2015.**

*"I feel very supported and comfortable sharing with the trainer and other fellow caregivers in this training workshop. The knowledge learnt from these trainings will absolutely help me in my caregiving journey. I will recommend other caregivers to attend this training workshop."*

## Resource Centre

To meet our primary objective in making knowledge in all areas of special needs affordable and assessable to the teaching staff at AWWA, parents and caregivers and members of the public, the Resource Centre's focus is in these areas:

- Organising talks/workshops held at the its premises (Internal Workshops);
- Organising workshops for the academic and admission staff for polytechnics and the ITE (External Workshops);
- Organising Disability Awareness Camps for students in mainstream schools;
- Maintaining a Resource Centre on a variety of topics on special needs and learning challenges; and
- Maintaining Singapore's only Toy Library that is open to the public.

Total number of members serviced: **2,763**



**JM, AED in a mainstream primary school:**

*"Appreciate the service of organising the workshops. Their content is relevant and the tips and suggestions given by the trainer apply to my job."*

# Caregiver Heroes

## **Agnes,\* frequent participant of Internal Workshops, mother of primary school boy:**

*"Books are categorised so easier to search than local library. I save money as there is no need to buy books. Topics of workshops are wide and relevant; Cost of workshops is cheaper than elsewhere."*

\*not their real names

## Home Based Care Services

Supported by the Ministry of Social & Family Development (MSF) and ComChest, AWWA Home Based Care Services (HBCS) started as a pilot project in Apr 2014. It aims to support community living for Persons with Disabilities (PWD) through home based services, consisting of physical therapy, personal care, house-keeping and medication reminder.

The service caters to adult PWDs who are 16 years old and above, no longer in school, are home bound and have no access to other centre-based services.

Total clients served: **26**

### **Siblings Titus (M) & Justina Lang (F)**

Age: 18 & 23 years old

Diagnosis: Niemann Pick Type C

*"I've found the home-based therapy sessions to be very beneficial to my children. For Justina, we'd often have to bring her for blood tests. In the past, it used to be very difficult to draw blood from her, and it would be an arduous process for all. Ever since AWWA's therapists have been working on her, we found that it was so much easier to draw blood from her, and I think this can be attributed to better blood flow and circulation from therapy. Even with Titus, I noticed that his wrists are less tense after therapy. I never knew that AWWA provided such amazing services until recently, and now that I have seen what it can do for my children, seeing them happy, is the best reward for a parent like me."*

- **Mrs Lang Loo Geok, mother of the siblings**

### **Muhd Idham Fayumi (M)**

Age: 26 years old

Diagnosis: Mucopolysaccharidosis

*"Idham is a very independent boy by nature. Even after he was diagnosed with mucopolysaccharidosis, he still wanted to, and managed to find a part-time job, which required him to work with a computer all day. He had to stop, as his muscles eventually became weaker. I am grateful for the home-based therapy services for Idham, because I have personally witnessed for myself the difference in him, before and after therapy. After therapy, his muscles are not as tense, and he's always smiling. Idham is particularly fond of stretching exercises during therapy. Additionally, Idham misses interaction with others, that he was used to while in school and also while working in the past. They may not be aware, but AWWA therapists who visit Idham also provide him with another service – social interaction, as they always patiently converse with him to ask him how he is. As a parent, it makes me very happy to know that my child is able to receive these services from AWWA."* - **Mr Ruslan Japar, Idham's father**



Idham (in black), with volunteers during an outing to Vivocity as part of the Home Based Care Services (HBCS) Programme



Titus with volunteers from AWWA Home Based Care Services (HBCS)

# Golden Seniors

## Community Home for Senior Citizens

AWWA Community Home for Senior Citizens (ComHome) provides seniors above the age of 60 years old, who are on public assistance, have no family or means of financial support, a place to call home. The community home is located at Block 123, Ang Mo Kio Avenue 6. Currently, there are 148 residents at the AWWA Community Home for Senior Citizens. Residents of the community home are empowered to take care of their own units and daily living needs. Regular activities are organised for the folks to maintain their physical and mental health. We also offer guidance and counselling on the challenges of ageing to help our residents create an environment of mutual care and support in their community home.

Total number of residents served: **148**

### Wong Soon Hock

Age : 86 years old

*"I am happy to stay in AWWA Home. I feel safe and there are staff to assist us. Staff here are friendly and helpful"*

### Marinah bte Abdul Ghani

Age : 76 years old

*"Staying in AWWA is good because I can get support and I have new friends."*

*"I enjoy the freedom here and I can continue to do the things I enjoy."*

### Ho Koon Long

Age : 62 years old

*"Unlike my previous lifestyle which was very carefree and living from day to day, I now feel happy that I have a stable place to stay. This place is good because I can even help others."*



## Senior Activity Centre

AWWA Senior Activity Centre (SAC) seeks to improve the quality of life of the seniors living in HDB rental blocks 123 and 125 Ang Mo Kio Avenue 6, by integrating them into the wider community and empowering them to be contributing members of the community through the following platform:

- Conduct outreach through regular home visits in order to identify vulnerable seniors, reach out to new members, and touch-base with current members.
- Provide social and recreational activities and support services such as case management, and information and referrals.
- Collaborate with stakeholders and volunteers to enrich the lives of the seniors.
- Encourage volunteerism and the formation of mutual support groups amongst the seniors.

Number of clients served: **173**

### Sim Shot Wheel

Age : 84 years old

*"SAC allows me to go out and visit places that I would otherwise never get to visit."*

### Lei Ah Ho

Age : 74 years old

*"We come to SAC every day to meet our friends and take part in activities, having our meals here has also relieved our financial stress."*

### Leong Seow Kheun

Age : 80 years old

*"SAC gives me a lot of freedom and allows me to go for outings and take part in activities like handicraft making and karaoke."*



## READYCARE Centre

AWWA READYCARE Centre is a Community Rehabilitation Centre accredited by the Ministry of Health, Singapore. The centre provides rehabilitation and day care services to the clients with physical challenges but with excellent potential to gain optimal recovery in their mobility and day to day functions through structured professional care. The clients undergoes physical rehabilitation program with therapists offering them a range of physiotherapy, occupational therapy and speech therapy intervention while embracing the concepts of person-centred care. The program aims to develop the functional abilities of the clients to the optimum, thereby enhancing the quality of life of the clients we serve.

With a structured Day Care program the centre also enables the caregivers to continue with their respective commitments during the day with the peace of mind. The Centre offers Caregiver education and training and supports them in their journey to offer better care to their loved ones.

In addition, the centre provides two-way transportation in Ang Mo Kio with a sophisticated disabled friendly transport. This centre is also accredited to offer Home Therapy services for those clients who are assessed as not being able to attend the centre based rehabilitation program.

Number of clients served by the centre: **210**

### Chong Jeen Ktong

Age: 82 Years Old

*"Undergoing the daily exercises at the Rehab centre have made me feel stronger and more alert. The day care centre has also allowed me to make a few good friends, where we entertain each other daily."*

### Gan Chong Pin

Age: 85 years old

*"I had left sided stroke. I could not lift up my arm in the past but now I am able to do it although it is still weak. I was unstable with my walking in the past. After exercising at READYCARE Centre. I have gained more strength & stability in my walking."*

### Khaw Tze Mui

Age: 84 years old

*"The people here are friendly and that makes me happy to be here daily. I also find the exercises & activities beneficial to my overall physical fitness."*



# Family Affairs

## Family Service Centre

AWWA Family Service Centre (FSC) reaches out to individuals and families facing life's challenges by supporting them through casework, counselling as well as information and referral services.

In addition, the centre runs a range of programmes for children, youth, young adults and families in literacy development, building up of self-esteem and emotional resiliency, financial literacy and family bonding workshops and groups. These are made fun and engaging through previously running a series titled 'Loving your Family' where each month families explore the topics of Loving your Spouse, Loving your Parent and Loving your Child. This facilitates the growth of strong relationships within the family that help tide through their challenges in life.

Total number of cases handled: **728**

Approx. Individuals worked with: **2912**



### **Mohd Anizar Bin Amat Sarpin, Male, Age 45 years old** **Mr Anizar is married with three daughters aged 17, 15 and 9 years old.**

Mr Anizar is currently working as a Store cum Delivery personnel. His wife is working as a Part-Time Retail Assistant at NTUC Fair Price. Mr Anizar was away for 7 years when he was imprisoned due to drug offense. Upon his release from prison, he faced challenges in securing a job, reintegrating with his family especially with his daughters to make up for the lost time. Now, he says that he is hopeful and optimistic about the future as he has the support from his wife and daughters. He says, "I hope I can be a better person and be a better father to support my family". His wife also adds, "He is a very strong man. He doesn't give up easily no matter what obstacles come in his way." And his daughter also includes, "I don't know if he knows but he has taught us the importance of self-sacrifice".

Mr Anizar's daughters received School Pocket Money Fund (SPMF), family counseling and they attended regular Family Empowerment and Bonding (FEB) workshops.

### **Faridah Bte Yunos, Female, Age 45** **Married with 3 teenage children aged 17 (son) and daughters aged 16 and 15 years old.**

Madam Faridah became the sole breadwinner for the family after her husband was diagnosed with mental health issues. She had difficulty in managing high amount of housing mortgages. They also faced challenges in managing marital issues and handling difficulties to meet their basic subsistence. However, she appreciates the understanding and support of her children as "they would not ask me to buy anything for them as they know that I can't afford it." Their first daughter also said, "We love our parents a lot and it's our duty to help them, that's why we don't mind working part-time".

They received the following assistance from AWWA FSC.

- Financial assistance (Food ration and SPMF disbursement).
- Worked with client on her future plans and also provide emotional support through counselling sessions.
- Engaged and linked the family through both internal and external programmes to enhance family relationships and essential life skills.
- Engaged children through FSC's programmes (mentoring to cultivate life skills and financial literacy).

### **Nur Suzieyana** **Joined the Be Your Own Boss Programme in January 2015. It ran over 4 sessions, in which they learned skills such as product display, product generation, communication within a team, approaching customers and lateral thinking. The sessions culminated in a flea market, where participants applied their skills.**

"In the Be Your Own Boss programme, we learned how to communicate and respect each member's opinions and learned what different individuals can contribute. Now we know how to decide the products we want to sell and how to execute the designs. Before this, we didn't even know a thing about this. Being in the programme teaches me how to be a good entrepreneur. We also had a lot of fun playing games and getting together as a group."

# People Giving to People



# Volunteers



In 1970, AWWA began this journey when a small, visionary group of volunteers saw the needs of the less-privileged as an issue largely overlooked. Their mission was to empower the disadvantaged, to maximise their potential to lead dignified and independent lives. 45 years on, that mission stayed true and continue to value, honour and champion the role of volunteers in our growth and success.

Our volunteers have been a quiet partner in many of AWWA's key milestones. Skills-based volunteerism in particular, taps on the unique skills, experiences, talents and education of our volunteers as they are match with some of AWWA's immediate needs, helping us achieve our mission effectively.

AWWA is very heartened by the outpouring of support and commitment from our volunteers who continue to walk with us in this meaningful journey and support the important work that we do.

**From all of us at AWWA, thank you, we salute you!**

Total no. of volunteers served: **9,934 volunteers**

Total no. of volunteering hours: **14, 227 volunteering hours**

*"Everyone in the team had commented that this has been truly fruitful and created a great impact on their social awareness on AWWA and the great efforts that your team has done for these less fortunate."*

**Mr Hudson Ng, Discovery Networks Asia-Pacific Pte Ltd**

*"The volunteers from our division certainly enjoyed themselves thoroughly, and everyone was delighted to have been able to volunteer their time to hopefully brighten the folks' day at AWWA Community Home. We will definitely try to go back to visit the seniors soon in future!"*

**Mr Jason Chong, Land Transport Authority**

*"We all truly enjoyed the day! It was an awesome and heart-warming experience for all involved. Several volunteers are eager to do it again. So, please express to the residents that we will come back and that we enjoyed spending time with them."*

**Ms Laura Duplantis, American Women's Association**

# Volunteers



# Donors



For full list of Donors

## Our Amazing Donors

AWWA is fortunate to have amazing donors who believe in our causes and actively find ways to raise funds to support us. We are proud to have donors from all walks of life stepping forward to GIVE. In fact, our youngest donors are the preschoolers from Creative O' Preschoolers Bay whom set up carnival stalls at their centre to raise funds for us.

Not forgetting our regular corporate supporters such as Singapore Exchange, Barclays, Kwan Im Thong Hood Cho Temple and the Tote Board family comprising of Tote Board, Singapore Pools and Singapore Turf Club as well as many others that we are unable to name all here. Be assured that deep in our hearts, you have our sincere heartfelt thanks for your enduring support in our journey of empowering the disadvantaged.

A snapshot of how our amazing donors have creatively raised funds for us:

## AIA Singapore

Charity Bazaars were set up at their office premises to raise funds and involved their overseas counterparts to support AWWA cause. In addition, they also fulfilled wishes of our clients during Christmas last year.

*"The AIA Angels Charity Bazaars were great fun for all AIA staff and agents. It not only encouraged team bonding and engagement, it also gave everyone an opportunity to do our part for charity and enrich the lives of the people at AWWA."*

- Flora Lee, AIA staff



## Renasas Semiconductor Singapore Pte Ltd

Two employees took the challenge to run the half and full marathon at Standard Chartered Marathon in December 2014. Despite one of them sustain minor injury, they managed to raise funds through their colleagues and got the company to match the donations.

*"Just a simple acts by taking part in charity fund raising through Standard Chartered 2014 Marathon event, I strongly felt that it is my enthusiasm in connecting to community ie " A life with sustainable relationships with AWWA !".*



*"With first experience supporting AWWA's activity make me realise that there are many who needs our help and we can do a part by sharing our experiences with people around us so that we can get more public support."*



## The Royal Bank of Scotland

Employees pledge quarterly donations to AWWA to support our causes through their Corporate Service Responsibility (CSR) team. Since 2011, their regular donations have provided great support to AWWA.



## OCBC Bank

OCBC employees formed a voluntary group to learn how to play angklung and they did performances during Christmas season to raise funds for AWWA. This is a good way to learn a new skill, create bonding among colleagues and doing it together for a good cause!



## C & H Properties Pte Ltd

C & H Properties organized a Zumba Session to raise funds for AWWA School. The children performed a dance for all, and upbeat music was blasted throughout the whole 1.5 hour long Zumba marathon.



## Birthday Gifting

Celebrating Jasmine's 21st birthday for a good cause.



# Financial Statement Summary

## Income & Expenditure

FY2013; FY2014 & FY2015

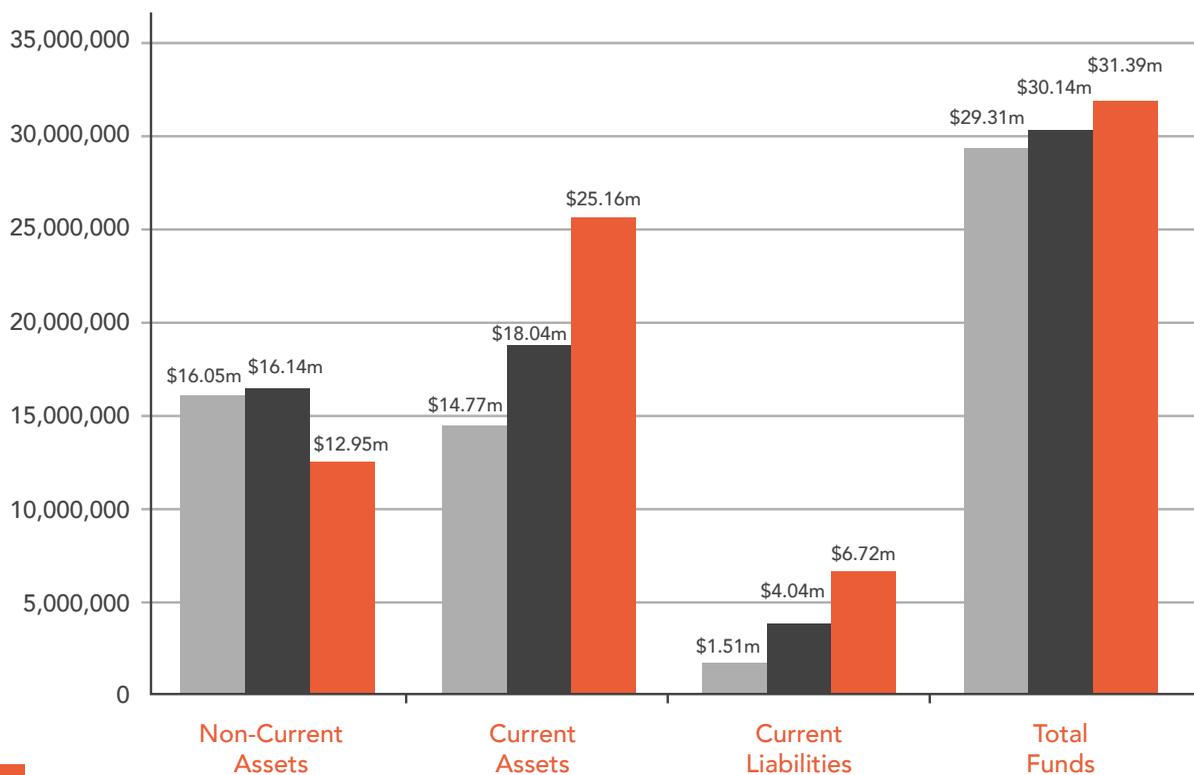
■ FY2013 ■ FY2014 ■ FY2015



## Balance Sheet

FY2013; FY2014 & FY2015

■ FY2013 ■ FY2014 ■ FY2015





- Every needy elderly in Singapore deserves a home at old age.
- Every child, despite his/her physical and mental disabilities, deserves a quality education.
- Children and youth of disadvantaged families should have an equal opportunity for a head start in life.
- Early intervention services could help young children with special needs to integrate into the community.
- Caregivers' Resilience should be recognised and celebrated.
- No parent should be alone in raising a child without family or community support.

Helping others kindles happiness. Becoming an AWWA volunteer has never been easier. If you have questions or are a corporate supporter, contact us at **6511-5200** or email [volunteer@awwa.org.sg](mailto:volunteer@awwa.org.sg).

**Start volunteering today.**

Every dollar matters and it is always not too late to GIVE. If you believe in all the above, what is stopping you from helping the disadvantaged?

**Donate now** at [www.awwa.org.sg](http://www.awwa.org.sg).

You may also contact us at [giving@awwa.org.sg](mailto:giving@awwa.org.sg) or **6511 7394** for more donation information.



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