SOCIETY FOR THE PHYSICALLY DISABLED ANNUAL REPORT 07/08

# A PART OFALL



First-ever SPD Charity Show a Success! Official Opening of SPD@Tampines Copyright © 2008 by Society for the Physically Disabled

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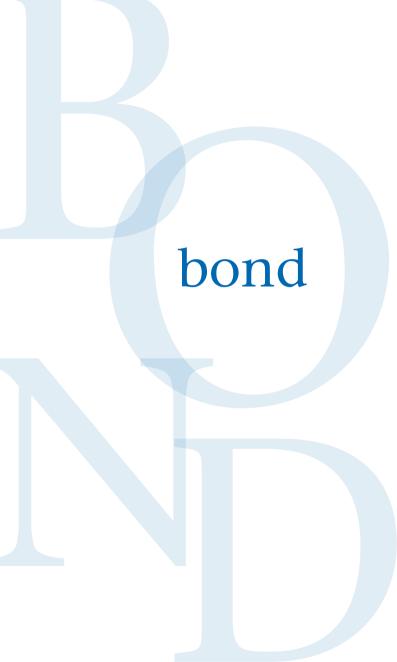
Too many hands may spoil the broth but for us, the many helping hands of the community boost our efforts at improving the lives of people with disabilities. The five hands on the cover represent the Government, corporate partners, community organisations, general public, and the clients themselves. When these hands join together in tandem to move in one direction towards a common goal, we see individual goals achieved and lives improved. Through this novel approach, we celebrate the stories of triumph of the people helped and lives changed all because many helping hands came in and made it possible for these individuals and more to reach their goals, bringing them one step closer to being a part of all.

The Society for the Physically Disabled (SPD) is committed to working in partnership with people with physical disabilities to develop their potential to the fullest so that they can be self-reliant and independent.





"the many partnerships secured caps a glowing year for SPD"



## "breaking barriers for inclusion and integration"







"embracing technology to level the playing field"

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# CHAPTER One

#### **Board of Management 2007/2008**

## Empower





Mr Soh Chee Keong, BBM Member



## Integrate







#### **Divisions, Departments and Functions**

#### Rehabilitation Services

#### Adult Rehabilitation Programme

- Therapy services for neurological, orthopaedic and other medical/surgical conditions
- Specific therapy programmes (Back Care, Pain Management, Stroke Rehabilitation)
- Home therapy
- Home assessment
- · Caregiver training
- Wellness programmes
- Mobility aid consultation and training
- · Mobility aid loan scheme

#### Paediatric Rehabilitation Programme

- Early Intervention for Infants and Children (EIPIC)
  - Occupational therapy, speech therapy and physiotherapy
  - Special education
- Providing Access to Early Support (PACES)
  - On-site therapy, educational and psychological intervention
  - Consultation and training for teachers
  - Caregiver training
- Continuing Therapy
  - Occupational therapy, speech therapy and physiotherapy

#### SPD Therapy Hub

Services provided to partner organisations:

- Occupational therapy, speech therapy and physiotherapy
- Consultation and rehabilitation programme development
- · Supervision and consultation for junior therapists
- · Training and development for rehabilitation support staff
- Caregiver training

#### SPD@Tampines

- Adult Rehabilitation Programme
- Paediatric Rehabilitation Programme
- SPD Therapy Hub
- Therapy@Home
- Specialised Case Management Programme
- Wellness Club

#### Day Activity Centre

- · Training in activities of daily living and community living skills
- Functional mobility
- Pre-vocational training
- Social and recreational activities

#### Community & Social Services

#### Specialised Case Management Programme

- Case management
- Counselling
- · Consultancy on disability issues
- Motivational coaching
- Caregiver support and training
- Befriending service
- · Wellness programmes
- Psycho-educational workshops
- Administration of financial assistance schemes

#### SPD Education Programme

- · Education bursary award
- · Scholarship award
- Case management
- · Learning and development programmes

#### **Ability Enterprise**

#### Production Workshop

- Employment opportunities
- · Bookbinding and book restoration
- Production of fabric and leather-bound photo albums and notebooks, copperwire bookmarks and greeting cards
- Participation and sales in trade fairs and exhibitions

#### Multimedia Centre Social Enterprise

- Web page design and maintenance
- Web hosting
- Domain registration
- Electronic greeting cards
- Digital arts
- e-Filing of income tax returns for taxi drivers
- Data entry

#### Sheltered Workshop

- Vocational skills training
- Consultation and assessment of trainees on vocational skills and further development
- Certified on-the-job training
- Social and recreational activities

#### Technology

#### Specialised Assistive Technology Centre

- AT consultation and training for clients and family members
- AT training for professionals working with people with physical disabilities
- Collaboration with VWOs to implement AT in their programmes and facilities
- Promotion of AT through collaborative efforts with government agencies, schools and VWOs
- Development of culturally sensitive and cost effective technological solutions through collaborations with schools and research institutes

#### Infocomm Accessibility Centre

- Provision of elementary to intermediate level IT training courses
- Collaboration with government and/or VWOs to promote IT literacy among people with disabilities
- Co-ordination of the NEU PC Programme under IDA

#### Community Partnerships

#### **Fundraising**

- Conduct fundraising programmes and projects through direct marketing, events and appeals
- STAR monthly donation programme
- Donation box drive

#### Communications & Advocacy

- Public relations and publicity strategies
- Publications and other corporate print and audio-visual materials
- Corporate website
- Visits
- Promotion of key messages through the media, events, collaterals and other opportunities

#### Volunteer Management

- Recruitment, training and development of volunteers
- · Matching and deployment
- Volunteer appreciation and motivation programmes

#### **Corporate Services**

#### **Finance**

- · Financial accounting and statutory reporting
- · Cash and assets management
- · Budgetary control
- · Internal control system
- · Systems appraisal
- · Financial evaluation, advice and assistance

#### Human Resource

- Recruitment
- Benefits and compensation
- · Payroll administration
- Performance appraisal and career progression planning
- · Training and development

#### Administration

- · Administrative and logistic support
- · Estate management
- Security and fire-safety
- Dedicated transport service
- Membership

# CHAPTER two

#### **President's Review**

We look forward to charting our way together with you through to 2010 when we hope to see our vision achieved in the opening of another centre in the west, so that we will be well placed and poised to serve the sector for people with disabilities even better.



### ${ m It}$ was another demanding and challenging year.

Charities continued to face scrutiny from the donating public, cost of living had increased, means testing introduced at hospitals and the Charity Council issued the Code of Governance for Charities and IPCs. These put considerable stress on VWOs and their clients. Despite the stormy weather, we are grateful that we crossed the year with good outcomes and significant achievements.

2007 was a year of two significant firsts for SPD. Half of our 2010 vision was fulfilled when SPD@Tampines was officially opened in June, creating the capacity for us to serve 600 more disabled people each year, and bringing us closer to the homes of people with disabilities living in the east.

This is SPD's first satellite centre, offering therapy services for adults and children. The Centre was also the only one providing therapy services for children with special needs who were already attending mainstream school. At the close of the year, the Centre had served over 200 children with special needs up to 16 years old.

SPD@Tampines also paved the way for us to work closer with authorities in the town councils and community development councils to improve accessibility for disabled people around their homes. We look forward to further collaborations and to doing more to better the quality of life for people with disabilities.

Hot on the heels of the opening was the staging of our first TV charity show, '真情无障爱'. The Show aimed at boosting public awareness of SPD and our programmes and services, and raising \$3.8 million to meet increasing costs and to enable us to serve even more disabled people. We are happy to report that both objectives were met.

Ultimately, physical amenities and funds must translate into improving lives. Our report covers the work of one year, how we have proceeded because of and in spite of the challenges the year brought. We hope you will be encouraged as you read how your support has helped to make a difference in the lives of our clients. We proudly present one of them.

Jan Lee would be starting work as an associate with a top audit firm in July. He was offered the position even before he graduated from NTU. His success did not come easy; he





took the longer education route via the ITE, Polytechnic, then University. It was his sheer perseverance and your support of our education programme that helped break down the barriers to his goal. The SPD Education Programme provides bursary awards from primary to tertiary level, learning and development opportunities and social support to more than 200 students and their families annually.

We take this opportunity to thank Professor Kiang Ai Kim for dedicating 25 years to helping people with disabilities at SPD. It was a poignant day for us as we saw one of our most dedicated and longstanding volunteers step down from our Board of Trustees. Over the years, he has given his support by attending many of our events and activities, motivating the clients and giving valuable inputs at meetings and sharings.

He did all these inexhaustibly and with such warmth, sincerity and enthusiasm even in his later, more advanced years.

We also thank former SPD Board Member/Assistant Treasurer Ms Nancy Chia for her contributions over the years, and wish her the very best as she helms Handicaps Welfare Association as its President. I am also most grateful to my fellow Board members and the management and staff of SPD for their untiring support and hard work.

We thank you too for walking the journey with us in supporting more than 2,000 clients last year. To the many unseen and unsung heroes who give so selflessly of your time, service, talent and money, we hope Jan Lee's success justifies your belief in us. The road ahead will continue to be rough and uneven but one that we can confidently stride along on with you beside us.

We look forward to charting our way together with you through to 2010 when we hope to see our vision achieved in the opening of another centre in the west, so that we will be well placed and poised to serve the sector for people with disabilities even better.

See Cher

President

# CHAPTER three

#### The SPD Charity Show

### A Night to Remember

Amidst the glitz and glamour, SPD's first TV charity show exceeded expectations with a viewership of 1.1 million people, gaining awareness mileage and raising funds totalling \$3.86 million.



SPD's first TV charity show, '真情无 障爱', was met with much fanfare when it was broadcast 'live' on Channel 8 on 15 July 2007, with a repeat telecast on 22 July.

The Show helped to increase understanding of the challenges and abilities of disabled people through short clips of individual stories aired during the broadcast.

Funds were raised through a telepoll that would go towards providing programmes and services to improve the quality of life for people with disabilities.

Local artistes such as Christopher Lee, Fann Wong, Project Superstar winner Darren Tan, Project Superband winners MiLu Bing, 97.2FM DIs and local disabled artist Ms Lee Soo Chee sang, danced and put up art-themed performances with much sincerity, alongside international artistes Alan Tam, Tong An Ge, Zhou Zhi Ping, Liu San Jie and Taiwanese disabled artist Yang En Dian, to touch the hearts of millions in Singapore.













The Show which was graced by Speaker of Parliament Mr Abdullah Tarmugi as Guest-of-Honour, and hosted by local compere Quan Yifeng and Taiwanese compere Huang Zhijiao, raised \$3.86 million.

Both telecasts were well-received with the 'live' telecast achieving double-digit ratings across a variety of target audience. The Show garnered the second highest ratings for the week of 15 July\*. Ratings also increased hourly throughout the three-hour 'live' telecast. Ultimately, both shows garnered an audience of more than 1.1 million people above 15 years old.



<sup>\*</sup> Source: Taylor Nelson Sofres

To help generate interest, print ads were placed in media such as I-Weekly and Today newspaper. Trailers were aired both on radio and TV to promote the Show.

Two media conferences were held clarifying why SPD was staging its first TV charity show and announcing the line-up of artistes. Roadshows were also organised at Jurong Point and Hougang Mall where artiste appearances and games held helped to generate even greater interest.

To recognise donors' support, airtime slots were given to major donors during the Show in which they could feature their corporate or product advertisements or corporate social responsibility activities. Staff of these organisations were also given the platform to volunteer their services for the Show. A token of appreciation was presented to these major donors on stage.

The funds raised went a long way in helping to provide rehabilitation services, employment, training, education, consultation and assessment in assistive technology, day care, and social support for the more than 2,000 disabled people with SPD.

It also helped to fund SPD's new satellite centre in the east that requires \$1.5 million annually to operate. SPD@Tampines provides convenience and greatly reduced travelling time for people living in the east by bringing rehabilitation services for adults with acquired disabilities and specialised services for children with developmental delays closer to them.







The funds raised went a long way in helping to provide rehabilitation services, employment, training, education, consultation and assessment in assistive technology, day care, and social support for the more than 2,000 disabled people with SPD.



# CHAPTER four



Today, 42-year-old Rodney is independent in all basic and instrumental activities of daily living. He walks on his own without need for mobility aid and has found employment as a telemarketer in an insurance company.

#### **Rehabilitation Centre**

# Infusing a Wellness Mindset

Apart from rehabilitation programmes offered to people with disabilities, SPD's wellness programmes and fitness screenings also help to reach out to people at risk of acquiring disabilities.

Patients discharged from acute care treatment at hospitals can receive affordable day rehabilitation services at the SPD Rehabilitation Centre. Under this programme, therapists also offer follow-up rehabilitation and support to clients to help maximise their potential and promote independent living.

Providing quality therapy was the focus of the Centre for the year. In addition to working directly with clients, training and support was also intensified for caregivers. The National Council of Social Service (NCSS) started a Caregivers' Training Grant to build the capability of caregivers to help them better cope and care for the physical and socio-emotional needs of their disabled charges. The availability of the grant made it possible for the Centre to organise courses on topics such as back care, enabling independence in stroke survivors and parenting special needs children, and also to help caregivers in their funding applications to attend these.

In September, Mr Lim Boon Heng, Minister overseeing ageing issues, announced the setting up of a wellness programme to meet the medical, social and emotional needs of older people.



This prompted the Centre to organise fitness screenings to reach out to people at risk of acquiring disabilities.

Much effort was also put into promoting accessibility for disabled people, an area which received much focus in the media in the year. Therapists from the Centre were involved in providing advice to the Singapore Airlines' Performance Standards and Development Unit for the production of its 'Handling Passengers with Reduced Mobility and Disability Manual' for staff. Three of SPD's clients were also roped in to participate in the training video.

In addition to being the clinical education centre to therapy students from Nanyang Polytechnic and National University of Singapore (NUS), SPD was also appointed as the trainer for the first intake of the NITEC in Social Service course. SPD staff provided four modules of training, totalling almost 300 hours. Modules conducted were 'Introduction to Community and Social Service', 'Programme Management', 'Therapy Rehabilitation' and 'Disabled Client Training'.

The Centre was planning to improve documentation of outcomes by having an Individualised Care Plan written for all clients. Future plans also included organising a community rehabilitation conference in 2009.

In a customer satisfaction survey conducted in the year, 85% of the respondents consisting of clients and caregivers indicated that they found the service of the SPD Rehabilitation Centre to be good or excellent.

Table 1: Therapy Sessions Conducted for Adult Rehabilitation Clients at SPD Ability Centre

Clients	No. of Therapy Sessions
External Clients	7,172
Sheltered Workshop and Day Activity Centre Clients	2,459
Total	9,631

Table 2: Profile of Adult Rehabilitation Clients at SPD Ability Centre

Age Diagnosis	16-24	25-34	35-44	45-54	55-64	65-74	75 & Above	Sub- Total	%
Stroke	2	6	12	26	36	18	29	129	45%
Cerebral Palsy	12	8	5	4	1	0	0	30	10%
Spinal Cord Injury	1	4	10	1	4	5	3	28	10%
Other Neurological Conditions (excluding Stroke and Traumatic Brain Injury)	1	8	3	4	3	0	1	20	7%
Spinal Cord Related Diseases	0	2	4	4	2	5	2	19	7%
Traumatic Brain Injury	2	5	4	3	2	0	1	17	6%
Orthopaedic Conditions	0	0	1	3	0	2	2	8	3%
Amputee	0	1	1	0	0	1	1	4	1%
Parkinson's Disease	0	0	0	0	3	0	1	4	1%
Physical Deconditioning	0	0	0	0	1	0	3	4	1%
Others	5	5	1	7	4	1	1	24	8%
Sub-Total	23	39	41	52	56	32	44	287	100%
%	8%	14%	14%	18%	20%	11%	15%	100%	

22 clients were transferred to SPD@Tampines in June 2007



Table 3: Referral Sources for Adult Rehabilitation Clients at SPD Ability Centre

Referral Source		Ф	are			
Diagnosis	Acute Care / Community Hospitals	Integrated Care Services	Voluntary Welfare Organisations	Self-Referral	Sub-Total	%
Stroke	31	56	5	11	103	55%
Other Neurological Conditions (excluding Stroke and Traumatic Brain Injury)	6	7	4	2	19	10%
Spinal Cord Injury	5	2	1	1	9	5%
Spinal Cord Related Diseases	3	3	0	3	9	5%
Traumatic Brain Injury	5	1	0	1	7	4%
Parkinson's Disease	2	4	0	2	8	4%
Orthopaedic Conditions	3	2	0	1	6	3%
Cerebral Palsy	0	0	3	2	5	3%
Physical Deconditioning	1	1	2	0	4	2%
Amputee	1	1	0	0	2	1%
Others	2	7	3	4	16	9%
Sub-Total	59	84	18	27	188	100%
%	31%	45%	10%	14%	100%	

No. of therapy sessions provided: 9,631 No. of people helped: 287



7-year-old Justin Neo is diagnosed with Global Developmental Delay. When he first came under the Paediatric Rehabilitation Programme in September 2006, his strength and endurance were poor and he would tire easily from activities. He also had trouble with his fine motor skills and found writing a challenge. He required reassurance, encouragement and physical assistance in activities, and would be anxious when facing strangers.

Justin began receiving weekly occupational therapy at SPD. Today, he is able to sit on a swing on his own and maintain his balance, and his strength and endurance have greatly improved.





Justin is now able to write his full name and is progressing to copying and writing simple words and sentences. He gets along well with his peers in school and initiates questions in class, something unheard of when he first came.

The

#### **Paediatric Rehabilitation Programme**

### An Early Start, a Better Tomorrow

Rehabilitation

Early support given to special needs children helps to equip and prepare them to cope with and manage life challenges.

Paediatric

continuous therapy services.

Programme began offering services to special needs children from October 2005. It was set up to provide early support for special needs children to minimise the risk of their developing a long term disability. The Programme complements therapy services provided at the child's special school or early intervention centre, and supports children who attend mainstream education and who require



Services offered under the Programme included the Continuing Therapy Programme and Therapy@Home, for children up to 16 years old.

Table 4: Therapy Sessions Conducted under the Paediatric Rehabilitation Programme at SPD Ability Centre

No. of Therapy Sessions
1,157
690
36
1,883

Table	5: Pro	file of	Paediatric	Clients	at SPD	Ability Centre
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Age Diagnosis	0-5	6-9	10-12	13-16	Sub- Total	%
Autism Spectrum Disorder	13	40	10	2	65	45%
Global Developmental Delay	5	18	5	0	28	20%
Speech & Language Impairments	4	14	1	0	19	13%
Physical Disabilities	0	3	6	3	12	8%
Attention Deficit Hyperactivity Disorder	0	4	2	0	6	4%
Chromosomal Abnormalities	0	3	0	0	3	2%
Learning Disabilities	0	0	1	0	1	1%
Others	1	7	1	0	9	6%
Sub-Total	23	89	26	5	143	100%
%	16%	62%	18%	3%	100%	

6 clients were transferred to SPD@Tampines

Although support was available for children with mild learning disabilities in the form of Special Needs Officers in schools and specialist intervention services provided by voluntary welfare organisations (VWOs) and in the private sector, few studies had been conducted to find out the challenges faced by these children and the adequacy of the support available in the school and community.

In the year under review, SPD collaborated with Nanyang Polytechnic's final year Occupational Therapy students on a research project titled 'Perspectives of Parents Towards Integration of Children with Learning Disabilities in Mainstream Education: Implications for Occupational Therapy Services in Singapore'. Results showed that children with learning disabilities faced varied challenges with socialisation a main concern. Parents perceived

%

Referral Source **Joluntary Welfare** Diagnosis Autism Spectrum Disorder 3 1 85 45% 81 Global Developmental Delay 32 2 34 18% Speech and Language Impairments 2 15% 26 28 Physical Disabilities и 9 13 7% Attention Deficit 5% Hyperactivity Disorder 9 9 Chromosomal Abnormalities 3 n n 3 2% Learning Disabilities 3 0 0 3 2% 8% Others 16 n n 16 100% Sub-Total 1 191 174 16

Table 6: Referral Sources for Paediatric Clients at SPD Ability Centre

acceptance of their children by teachers and peers as successful inclusion, and hoped to see more awareness and collaboration with school personnel and other professionals to facilitate their children's inclusion.

91%

8%

1%

100%

Parents Learn with Us (PLUS), an initiative introduced in the year, comprised a series of training workshops organised for caregivers. Through the training, parents and caregivers could acquire knowledge and skills to better support their children at home and in school. Twelve participants attended the half-day 'Handwriting Skills' workshop conducted by therapists in May 2007 and another 13 attended the 'Sensory Integration Workshop' in January 2008.



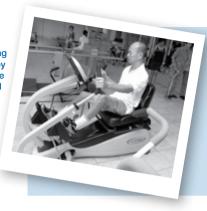
A survey conducted in the year showed that over 90% of the clients and caregivers found the services provided by the Paediatric Rehabilitation Programme at least satisfactory. Many found the therapists to be attentive to the clients.

At the close of the year, the Programme was aiming to work with SPD@Tampines to further develop a range of rehabilitation services and programme models for children.

No. of therapy sessions provided: 1,883

No. of people helped: 143

"We have been very happy having Mandy (therapist from SPD Therapy Hub) with us and received positive feedback from both staff and parents of clients. She is very organised with her work, efficient and very professional. Staff like Mandy encourages us to look towards SPD Therapy Hub again in future to fill temporary work needs at AWWA" - Ms Shalini Daswani, Assistant Director, AWWA TM Integration Services





"SPD therapists have been able to meet the needs of our clients and staff, and have helped raise the standard of care provided by our centre. They work well with both our staff and elderly clients, and provide excellent quality service. The SPD therapist is an independent worker who takes initiative in carrying out duties with minimal supervision. Our clients have benefited greatly in their activities of daily living."

- Ms Veronica Ong, Centre Manager, Salvation Army Bedok Rehabilitation Centre

"The SPD Therapy Hub staff is definitely a good team player and has the patients' interest (in mind) and is a committed professional." – Ms Yeo Thiam Teng, Centre Manager, Apex Day Rehabilitation Centre for the Elderly



#### **SPD Therapy Hub**

# Transferring of Skills

The SPD Therapy Hub supports smaller community organisations with quality professional staff through sharing and transfer of expertise.

Since 2005, the SPD Therapy Hub has been providing outcome-based high quality therapy services to VWOs. The therapy services are steady, sustainable and affordable and supervision is provided to therapy staff assigned to these organisations. Junior professional staff are given guidance, coaching and on-the-job training, opportunities for career development and a career path.

In the year, the suite of services offered at VWOs included physiotherapy, occupational therapy and speech therapy. Therapists also offered direct patient care, training for therapy aides involved in the VWOs' therapy departments, regular supervision of the direct care staff by experienced supervisors, and programme planning and development.





In the year, the SPD Therapy Hub served clients of all ages from adult day rehabilitation centres, day activity centres, residential homes for people with disabilities, nursing homes, chronic sick facilities, early intervention programmes for infants and children, and special schools.

Apart from direct care, the SPD Therapy Hub was also involved in providing training for healthcare staff from various VWOs.

With increasing awareness on ageing issues, families of clients, recognising the value that such services bring to the well-being of their loved ones, could begin to demand rehabilitation services from VWOs. The SPD Therapy Hub was geared up to meet the challenge of recruiting qualified professionals to satisfy this increasing demand from organisations providing eldercare services.

No. of partner organisations served: 19 No. of people helped: over 1,400

Ynet Jun Kai was diagnosed with brain damage neuroleptic malignant syndrome while he was doing his National service. He began coming to the Day Activity Centre (DAC) three times a week from December 2006. Then Jun Kai needed help in basic activities of daily living such as toileting, and orientation to the environment in SPD and local setting.

Just one and a half years later, 25-year-old Jun Kai is a different person. He takes the public transport on his own to SPD, and even helps in the IT Department changing monitors and CPUs, and dismantling and installing computer parts such as the CD-ROM, hard disk, RAM and graphic card. Formerly quiet and moody, he participates more readily in group sessions. He relates the day's happenings to his mother after going home from the DAC, something unheard of in the past.

so happy with his improvement was his mother that she has enrolled Jun Kai on a full-time basis at DAC. The aim now is to have him develop a daily routine, good time management skills and interest in gaining new skills, with the hope that he would be ready for further training at the sheltered workshop or

attend IT training.



#### **Day Activity Centre**

### Towards Greater Independence

Imparting community living skills and socio-recreational skills helps build more independence and encourages integration into society.

The Day Activity Centre (DAC) provides care and training in simple life skills for people with physical disabilities. It also offers caregivers respite by providing an alternative care arrangement for the person with disabilities during the day.

Training officers and therapists conduct training either as individual or group sessions. Areas of training include:

- Activities of daily living such as grooming, personal hygiene, dressing, toileting and cooking
- Community living skills such as time management, budgeting, planning outings, using public transport and learning to access community facilities
- Socio-recreational skills such as exploring interests, interacting with people and intra-personal skills
- Pre-vocational skills such as punctuality, concentration, co-operation and responsibility (in completing tasks)

Through regular programmes such as swimming and library visits, the clients are able to explore their interests and to utilise public facilities.

Table 7: Hours of Training Conducted at the DAC

Areas of Training	No. of Hours
Activities of Daily Living	3,120
Community Living Skills	2,508
Pre-Vocational Skills	3,101
Socio-Recreational Skills	2,521
Total	11,250

Table 8: Profile of DAC Clients

Age Diagnosis	16-25	26-35	36-45	46-55	Above 55	Sub- Total	%
Cerebral Palsy	8	9	2	1	0	20	34%
Intellectual Disabilities	2	5	0	4	1	12	21%
Head Injury	3	4	1	1	0	9	16%
Stroke	0	0	4	3	0	7	12%
Others	4	1	3	2	0	10	17%
Sub-Total	17	19	10	11	1	58	100%
%	29%	33%	17%	19%	2%	100%	

From January 2007, clients with head injury, stroke and neurological medical history were grouped together so that the training and care given to them could be tailored to their needs. The interaction provided opportunities for them to relate to and draw support from each other. Following this, one member of the group made sufficient improvement to transfer to the Sheltered Workshop for vocational skills training. The programme would be assessed again to see what other improvements can be made.

In the year, talks were held for volunteers to highlight the activities they could engage in with clients and to show them how to assist those who used mobility aids. AsiaPac and Microsoft were two organisations that offered to take the DAC





clients for outings, and talks were held for the staff to give them a better understanding of people with disabilities and how they could help them.

A survey conducted in March with caregivers and clients showed that 88% were satisfied with DAC's services.

Future plans include further review of the programme for clients with stroke and head injury, and re-organising the swimming programme including developing a clear structural plan for training officers and clients to follow through at the pool.

No. of hours of training provided: 11,250

No. of people helped: 58



Mr Sazali Bin Abdul Hamid was 46 years old when he suffered a stroke. The incident caused him to lose his job as a technician with a local bank.

Having found out about SPD online, his wife contacted the social workers who helped enroll him for IT training at SPD in June 2007. Upon completing the course, job matching services were provided to help him find some measure of independence.

From January 2008, Sazali has rejoined the workforce as a call centre agent at the KFC/Pizza Hut Call Centre.

#### **Specialised Case Management Programme**

## Strengthening through Support

The SCMP counsels and helps people who have become disabled, and their families, to cope with the challenges of having acquired a disability.

The Specialised Case Management Programme (SCMP) provides counselling, assistance, case management support and advice for people with physical disabilities and their families. It aims to empower them to cope with life challenges, realise their potential, and instill confidence and hope for the future.

Social workers in the Programme counsel and coach individuals so that they are able to make responsible choices at home, work and in the community. They also equip families to cope with the responsibility of caring for their disabled family members. The SCMP leverages on existing SPD programmes and services to provide a comprehensive spectrum of support and care.

The first year of this pilot programme was successfully completed. In December 2007, the SCMP, formerly managed by the Social Service Department, was placed under the newlyformed Community & Social Service Department together with the SPD Education Programme. All social workers and case managers are now housed under this new department.



In the year, people with acquired disabilities made up 46% of the client load. 12% was made up of people with congenital disabilities and 6% of people with developmental disabilities. Referral sources included hospitals, community organisations and family service centres, the Disability Information and Referral Centre (DIRC), Integrated Care Services and informal contacts.

Events and outings were organised by the SCMP. Clients and caregivers under the Programme participated in a family day, a neuro-linguistic programming workshop, and visited the zoo, bird park and the Esplanade.

As part of caregiver wellness and support, yoga and pilates sessions and talks on parenting special needs children were also organised.

No. of home visits conducted: 319

No. of people helped: 421



Yee Yn Quan first attended class in a mainstream primary school at 9 years old. Diagnosed with cerebral palsy, Yn Quan had only received formal education in a special school. He was assessed and found to be suitable for mainstream education in 2007, which preceded months of preparation before he finally went to school at shugun Primary in January 2008.

To ensure his successful integration in school, SPO's social workers and therapists worked with staff of the school to 'prepare the ground'. Preparations included holding talks during school assembly and in the classrooms to help the students understand the needs of people with disabilities and the etiquette in relating to them. A workshop was also conducted to equip teachers with skills to support disabled students in the classroom.

A comprehensive integration support plan was developed with contributions from Yu Quan's network including the school, family, occupational therapist and social workers. A jubilant Yu Quan completed his first examination with flying colours.



#### **SPD Education Programme**

## Empowering Young Minds

Through its motto 'I Learn, I Grow, I Serve', the SPD Education Programme aims to enable and empower our young to be contributing members.

Started in 1985, the SPD Education Programme aims to level the playing field for children and youth with disabilities in the areas of physical, psycho-social and educational development to enable them to participate in mainstream activities such as



attending school and to build the resiliency of children and youth with disabilities to cope with challenges in daily life.

Apart from paediatric rehabilitation, the Education Programme provides the following services for children with physical disabilities:

- Educational support through bursary and scholarship
- Accessing support services through case management
- Reducing barriers to accessibility
- Working with partners towards integration
- Opportunities for learning and development

#### **Educational Support**

At the SPD Education Programme Awards Presentation 2008 held in January, 225 students from primary to tertiary levels from low income families received bursary awards of \$239,450 in total.

The same event saw three new Asia Pacific Breweries Foundation-SPD Scholars receiving their awards for the first time. They joined two existing Scholars who also received their awards for the year amounting to \$11,000 each. Two Scholars graduated in 2007. Liew Chong Choon found employment as an Elderly Policy Officer with the Ministry for Community Development, Youth and Sports (MCYS), and Nurulasyiqah Mohammad Taha as a Tax Officer with IRAS.

In the year, the Asia Pacific Breweries Foundation-SPD Scholarship was extended to students with visual and hearing impairments. NCSS began administering the award in 2008.





#### Learning & Development

Children and youth with physical disabilities may have lesser learning and socialisation opportunities because of accessibility or financial issues, or because they are simply shy. SPD organises structured programmes in informal settings that promote the academic, personal, mental and social development of these students. The activities and programmes can be broadly classified into:

- Sports and adventure
- Self-development
- · Learning to learn
- Social and recreational
- Career guidance



Several learning and development programmes were developed in collaboration with sponsors such as Riding for the Disabled Association, Singapore Planned Parenthood Association, HSBC and ObTech Asia Pacific, and schools such as Juying Primary School and Kranji Secondary School.

In the year, social workers pioneered the first Siblings Support Group to address the often neglected needs and concerns of non-disabled children who have physically disabled brothers or sisters.

Social workers also conducted talks in schools with physically disabled students to educate teachers and students on disability-related issues such as wheelchair handling techniques, etiquette for interacting with a disabled peer and use of assistive devices.

Table 9: Training Places Provided under the Learning & Development Centre

Audience	No. of Training Places
Students with Disabilities	195
Caregivers	48
Educators and Peers of Students with Disabilities	1,367
Total	1,610

No. of training places: 1,610 Amount disbursed: \$239,450

No. of students served through the SPD Education

Programme bursary awards: 225

# CHAPTER five



66-year-old Mdm Tan Ah Moy had her lower limb amputated in 2003 due to diabetes. She stayed on her own in a HDB flat in Bedok and relied on a friend and neighbours for assistance. Before coming to SPD@Tampines, she was not able to stand and would tire easily from any physical activity. Her joints were stiff and weak from disuse.

she began receiving therapy twice a week after enrolling with SPD@Tampines in July 2007. After nine months, she was able to stand on her prosthetic leg and didn't tire as easily while participating in activities. Her muscle strength and flexibility had also improved since her admission.

This, along with the social and financial assistance she receives from SPD, has enabled Mdm Tan to live a more enriched life.





SPD@Tampines allows us to be in touch with the ground and to work closely with local community organisations to better support disabled people in the east.

The notion of having a rehabilitation centre in the east was formed when the management noticed the substantial number of clients living in the east who required SPD's rehabilitation services. With SPD closer to the heartlands in the east, we could be more responsive to the needs of the residents, and clients staying in that region could also spend less time travelling for our rehabilitation services.

SPD@Tampines was officially opened on 30 June 2007 by Minister for National Development and MP for Tampines GRC Mr Mah Bow Tan. The opening of the satellite centre situated at the foot of a HDB block at Tampines marked a new era for SPD as it expanded its services to reach out to the community in the heartlands. It also paved the way for SPD to be situated nearer to the homes of disabled people and consequently, work closer with the community and grassroots organisations surrounding them.

Programmes available at SPD@Tampines included:

- Adult Rehabilitation Programme
- Paediatric Rehabilitation Programme
- SPD Therapy Hub
- Therapy@Home
- · Specialised Case Management Programme
- Wellness Club

Being new, much effort was spent educating the public and organisations on our services and collaborating with them on projects. Visitors to the Centre included healthcare professionals from hospitals and agencies such as Changi General Hospital, KK Child Development Unit, Integrated Care Services and members from various grassroots such as South East Community Development Council and Tampines Central Constituency.

Efforts were made to engage the Tampines Town Council and CDCs in the east. Visits were made to the North East CDC to discuss potential collaborations. A meeting was also held with the Tampines Town Council to discuss a partnership to ensure barrier free accessibility in the Tampines region. SPD@Tampines would continue to work on this project, as well as with the South East CDC on health promotion for the elderly.

Over the past year, the number of clients at Tampines had been growing steadily, showing a real demand for rehabilitation services in the eastern region of Singapore.

#### Paediatric Rehabilitation

The full spectrum of paediatric services was offered to children with special needs at SPD@Tampines.

Help was extended to children 16 years old and below through the following programmes:

Continuing Therapy
Early Intervention Programme for Infants and Children (EIPIC)
Providing Access to Early Support (PACES)

up to 16 years old 0 to 6 years old 3 to 6 years old

Clients were referred to the Centre through sources such as DIRC, KK Women's and Children's Hospital, Child Guidance Clinic and the National University Hospital.



Table 10: Profile of Paediatric Rehabilitation Clients at SPD@Tampines (from June 2007)

Age Diagnosis	0-5	6-9	10-12	13-16	Sub- Total	%
Autism Spectrum Disorder	35	38	10-12	0	74	36%
•				4		
Chromosomal Abnormalities	28	20	- 1	- 1	50	25%
Learning Disabilities	15	11	0	0	26	13%
Physical Disabilities	9	10	1	0	20	10%
Speech & Language Impairment	1	14	0	1	16	8%
Global Developmental Delay	2	5	0	0	7	3%
Attention Deficit						
Hyperactivity Disorder	0	5	0	0	5	2%
Others	4	0	1	0	5	2%
Sub-Total	94	103	4	2	203	100%
%	46%	51%	2%	1%	100%	

#### Adult Rehabilitation

Referral sources of clients for adult rehabilitation at SPD@Tampines included Integrated Care Services, DIRC, Singapore General Hospital and Changi General Hospital.

Age Diagnosis	16- 24	25- 34	35- 44	45- 54	55- 64	65- 74	75 & Above	Sub- Total	%
Diagnosis	24	04		54	04	74	ADOVE	IUtai	/0
Stroke	0	1	1	1	9	8	3	23	42%
Spinal Cord Injury	0	1	5	1	3	2	0	12	22%
Orthopaedic Conditions	0	0	0	0	1	2	0	3	5%
Amputee	0	0	1	0	0	1	0	2	4%
Cerebral Palsy	2	0	0	0	0	0	0	2	4%
Intellectual Disabilities with									
Physical Disabilities	0	0	1	1	0	0	0	2	4%
Parkinson's Disease	0	0	0	0	1	1	0	2	4%
Spinal Cord									
Related Diseases	0	0	0	2	0	0	0	2	4%
Multiple Sclerosis	1	0	0	0	0	0	0	1	2%
Others	2	0	0	2	1	0	0	5	9%
Sub-Total	5	2	8	7	15	14	3	54	100%
%	9%	4%	15%	13%	28%	26%	5%	100%	

Table 11: Profile of Adult Rehabilitation Clients at SPD@Tampines (from June 2007)

#### Wellness Club

The Wellness Club is a new programme of SPD, set up as a primary and secondary disease prevention measure and to reduce the likelihood of disability before it occurs. The programme is targeted at serving the older population and persons with mild health conditions or disabilities.

Besides providing a conducive and safe environment for exercise under the supervision of healthcare professionals or trained staff, the objectives of the Club are to promote wellness through education and training and to offer specialised programmes for those with minor health conditions or disabilities.

'Caring for Your Mind and Body' was a public seminar and health and fitness screening held at SPD@Tampines and





Tampines Central Community
Complex on 6 October to
promote health and wellness to
residents of the Tampines Central
region and to caregivers. One
hundred and thirty participants
who attended the event received
free fitness screening.

A research project 'Planning for a Community-Based Health Promotion Programme: Assessing the Needs of the Community Living in Singapore' was conducted jointly with Nanyang Polytechnic's Occupational Therapy faculty. An oral paper on the findings of this research was presented at the Singapore Disease Management Conference 2008 on 8 May at Suntec Convention Centre.

The Centre had started and would further develop a suitable rehabilitation service for the eastern and north-eastern community. It would also grow the service and expertise in rehabilitation, in particular the areas of health promotion and geriatric rehabilitation, and be more involved in community-based rehabilitative research and evidence-based practice.

No. of therapy sessions provided: 1,057 for children, 1,190 for adults No. of people helped: 203 children, 54 adults

# CHAPTER SIX

Kelvin Ang completed his secondary education in a mainstream school but couldn't find employment after finishing his studies. He joined SPD in 2002 and having expressed an interest in the area of IT, was enrolled with the Multimedia Centre (MMC). While here, he also received therapy, social support and help in securing his motorised wheelchair.





After undergoing IT training and with exposure to IT-related jobs, the 25-year-old has become one of the best Flash animators in MMC, and has produced over 30 animated electronic greeting cards for corporate customers in the year.



#### **SPD Ability Enterprise**

### Enhancing **Employability**

Finding some measure of financial independence through work is an important step to increasing self esteem, and achieving goals and dreams.

The SPD Ability Enterprise enhances the employability of people with disabilities through relevant vocational skills training. The Division comprises the Production Workshop, Multimedia Centre (MMC) and Sheltered Workshop.

Depending on the abilities and interests of the clients, they are placed in either of the sections in order to develop their potential, with the larger aim of helping them attain some measure of independence.

To enable the trainees and workers to attend the services. highly subsidised transport was provided in the year for those who were not able to take public transport. Clients also had access to free medical consultation and medicine by volunteer doctors who came weekly.

As a motivation for the trainees and workers, quarterly lunch sessions were held where they were updated on the performance of the Division. These were also platforms for important announcements and for lauding model workers for their good work.

In the year, total sales revenue for the Production Workshop, MMC and Sheltered Workshop exceeded \$900,000, surpassing the target of \$750,000.

#### **Production Workshop**

Seventeen craftsmen at the Production Workshop were engaged in providing bookbinding and restoration services, making leather-bound photo albums and lifestyle gifts, and producing season's greeting cards.

Corporate gifts and season's greeting cards enjoyed more patronage from corporate organisations that year. Although price increases on imported items needed for bookbinding affected the profit margin, the year ended on a positive note. Revenue hit an all time high with the main contribution being from the sale of season's greeting cards.

The Workshop participated in a recycling exhibition on 15 April 2007 in collaboration with the Singapore Environment Council. The craftsmen showcased their skill in creating items from recycled materials at the event which included a ministerial visit by Dr Yaacob Ibrahim. Minister for the Environment and Water Resources.

#### Multimedia Centre

The year began with 19 trainees providing services such as web designing and support, web hosting, domain registration, digital art creation and desktop publishing.

In October 2007, the MMC Social Enterprise was formed to provide a continuum of services for trainees who successfully acquired relevant skills and knowledge in the areas of web designing, web development, graphic designing and IT support. The new section also aimed to be the role model in the use of IT to benefit people with disabilities in terms of employment.

Six trainees successfully crossed over to the MMC Social Enterprise as staff. In that regard, they started to operate under an open employment environment. The rest went on to further IT training under the Infocomm Accessibility Centre.

Since 2004, trainees at the MMC have been providing income tax e-filing services for taxi drivers. Between March and April 2008, the section offered the free service to 1,084 taxi drivers, and clinched the top Volunteer e-Filing Service Centre Award for the fourth year running. That year also saw the taxi drivers donating \$7,000 in appreciation of the complimentary service.

The MMC was one of three finalists in the NVPC's The Pitch held in October 2007. In this competition, participants pitched their social enterprise ideas on stage to a panel of judges for a cash prize. Although SPD did not emerge the overall winner, the winning team from the Institute of Mental Health (IMH) generously shared their prize money with the two other participating organisations. The MMC

received \$15,000 which would be used to upgrade the computer systems of the designers. In return, the team offered to create electronic greeting cards and develop the website of Barista Express, IMH's social enterprise effort.



A new partnership was formed with Komspex Design Pte Ltd in the year. While the trainees produced desktop publishing works for corporate customers, Komspex provided the marketing expertise and artistic concepts.

#### **Sheltered Workshop**

Under the Sheltered Workshop, trainees engage in work such as assembling components, sorting, packaging, price tagging and direct mailing services. A hundred trainees came under the programme.

More able trainees and those who could shoulder greater responsibilities were given the opportunity to work at the customer's premises. About 80 trainees were sent daily to factories in Henderson Industrial Park and Penjuru Lane where they packed electronic components and did price tagging. In the year, six graduated to open employment.

The job of sorting and packing old magazines for sale was again awarded to SPD by the National Library Board. To complete the packing of the 160,000 publications, volunteers worked alongside trainees for the two months the project was in effect.



#### **IT Apprenticeship Programme**

## Technology Increases Employability

Technology opens up new opportunities for people with disabilities, enabling and levelling the playing field for them.

Plans were underway for the development of the IT Apprenticeship Programme (ITAP) in the year under review. The Programme would provide relevant and practical IT skills training for people with disabilities to enhance their employability.

Training would comprise different components including internship placement. Commercial projects would be undertaken from companies and trainees assigned to complete them under the mentorship of professional trainers, providing the trainees with exposure to industry expectations as well as relevant work experience. The internship ITAP secures would offer trainees 'live' experience in the work environment.





Apprenticeship training would be provided in three tracks – corporate, multimedia and audio visual services – and ITAP would aim to provide job-matching services and place trainees in employment.

The Programme was targeted to be fully operational by mid-2008 with 100 training places offered. At the close of the year, about 600 sqm of floor space was being renovated at the SPD Ability Centre to provide facilities for a new IT training centre which included a 62-seater training capacity for ITAP.

## CHAPTER Seven

54-year-old Mr Chan Kah Soon was diagnosed with muscular dystrophy. Before coming to SPD, he had weak arms and needed help in most activities of daily living such as showering and toileting. He heard about the IT training provided at SPD and enrolled with the Infocomm Accessibility Centre.

At SPD, Mr Chan received consultation and assessment in assistive technology, IT training and social support. A motivated learner, he is aiming to be able to find an IT-related job one day, which would allow him to work from home and gain some measure of financial independence.



#### **Specialised Assistive Technology Centre**

### Technology that Enables

Disabled doesn't mean unable, especially with the development of more assistive technology devices to help overcome limitations.



Established in August 2001, the Specialised Assistive Technology Centre (Specialised ATC) seeks to enhance the rehabilitation of people with disabilities through technology, advocate the use of assistive technology (AT) devices especially in the areas of education and employment, and encourage innovation and development of AT devices.

Services provided include AT consultation, assessment and training, loan, demonstration and trial of AT devices, and AT training for VWOs, schools and other rehabilitation-related organisations.



In the year, the Specialised ATC provided services to clients from three to 80 years old. Depending on individual needs, clients were placed on a one-off fast track assessment, on a regular track assessment where a few training sessions were necessary, or on an intensive track assessment for more complex cases where up to eight training and assessment sessions were needed before a prescription could be made. Referral sources included VWOs, hospitals, mainstream schools, private centres and therapists.

#### Talks and Events

In the year, six workshops were conducted by staff, two by overseas speakers and five public education talks held to promote the use of AT.

AT practitioners and professionals shared their experiences and provided training workshops at SPD in the year. They included augmentative and alternative communication (AAC) user, Jennifer Lowe, Executive Director of Support Helping



Others Use Technology (SHOUT), Dr Stephen von Tzetchner, a professor at the University of Oslo in Norway and an experienced professional and researcher in AAC, and certified speech language pathologist Gail Van Tatenhove. Each of their presentations and workshops attracted about 30 participants who came to hear the views of these recognised experts.

Public education talks were also held each quarter, and the participants included parents of special needs children, ITE lecturers, Nanyang Polytechnic Occupational Therapy students and representatives from the Tsao Foundation. The Specialised ATC also provided internship to two occupational therapy students and research placement for a student pursuing his Master in Speech Therapy at NUS.



The prize presentation of the Wheelchair Enabler Invention Competition launched in May 2006 took place on 5 May 2007. The event was graced by Mr Cedric Foo, MP for West Coast GRC and Chairman of the Government Parliamentary Committee for Transport. Fourteen proposals were submitted for the competition, three of which came from members of the public and the rest from schools. All were required to incorporate at least a gap, step or force enabler to help wheelchair users to climb kerbs, navigate uneven ground or long distances or move up small slopes with minimal effort. The top three prizes went to ITE College Central and ITE Tampines.

#### **Projects**

The Specialised ATC collaborated with NUS in a research project on virtual keyboards with three clients testing out the device. The Centre was also engaged in other projects:

#### 'I Can Communicate!' Project

Held between November 2006 and August 2007, the project involved introducing AT in the classroom to aid communication, and to implement AACs in a programme for students who were physically disabled or multiply handicapped.

This project was a collaboration with Rainbow Centre Margaret Drive Special School, and among the outcomes were:

- The successful implementation of AAC
- Improvements in communication in the classroom among the children
- Training in AT/AAC provided to a core team from the school, who could then become the school's resource
- The initiation of another research to objectively measure effectiveness of AAC in the classroom.
- More AAC being used in other similar classrooms
- The granting of an additional funding of \$50,000 to Rainbow Centre Margaret Drive Special School from MOE for the project.

#### 'Peer Mediated AAC in the Classroom'

Having begun in August 2007, the 'Peer Mediated AAC in the Classroom' project was ongoing at the close of the year, with data collection expected in May 2008. It involved getting speaking students to teach non-verbal students in the classroom to communicate and use AT for communication.

The project was the Specialised ATC's joint collaboration with Rainbow Centre Margaret Drive Special School and three external consultants from the University of Sydney and University of Pittsburgh.

80% in grant was received for the research project. The findings would be published in a reputable journal as well as documented and submitted to NCSS.

At the close of the year, the Centre was also working with Rainbow Centre Balestier Special School to introduce AAC and AT into their classrooms.

#### Other Initiatives

Efforts were put into setting up an AT Loan Library to provide individuals with opportunities to trial AT devices in their everyday environment. This was the first of such service offered in Asia for people with disabilities. The AT Loan Library would carry a wide range of software and hardware for people with physical disabilities and sensory impairments, and would also provide teachers and therapists with the opportunity to try AT devices with their students and clients. The Library would be ready for operation from 1 April 2008 and be officially launched on 3 July.

The Specialised ATC was working on a project to provide people with print disabilities with access to digital reading material. A pilot project would be conducted where such individuals would be able to download digital books, so that client satisfaction and other outcomes could be documented.



This was done with the aim of eventually advocating the use of the Digital Accessible Information System (DAISY) format digital reading material to help those with print disabilities.

In the year, the Centre received seed funding of \$90,000 from NVPC's New Initiative Grant for the period of April 2008 to March 2009. This was to fund a project in which the Specialised ATC aimed to recruit engineers, technical specialists and engineering students to fabricate, modify and adapt AT devices for people with special needs who were not able to find commercial solutions to help them overcome their limitations.

No. of new assessments: 111 No. of people helped: 130

#### IT Training

## Narrowing the Digital Divide

With the support of IDA and Microsoft, a new Infocomm Accessibility Centre was set up to provide IT training for people with disabilities, with the aim of increasing their employability.

In April 2007, Microsoft seed-funded the setting-up of the Microsoft Unlimited Potential Technology Lab



in SPD where people with disabilities could be taught the Microsoft Unlimited Potential curriculum. This was part of the larger initiative of the Infocomm Accessibility Centre (IA Centre) supported by IDA. As a key partner in the setting up of the IA Centre, Microsoft pledged \$1 million over three years towards the set up and operations of the Centre.

The IA Centre aims to narrow the digital divide between people with disabilities and mainstream society, and to impart infocomm skills to people with disabilities to enhance their employment prospects.

IT training is offered to people with physical and intellectual disabilities and those with visual and hearing impairments at a subsidised cost. The Centre works with the Specialised ATC to provide appropriate AT devices for trainees who need them for IT training.

The structured training programme of the IA Centre comprises two levels. At the Basic level suitable for those who want to learn basic computer skills, mostly Microsoft-based courses are taught. The Intermediate level caters to those who want to learn industry–relevant skills to enhance their job prospects. Courses offered use Adobe products and higher levels of Microsoft Office.

63% of people with physical disabilities made up the cohort of trainees in the year. 21% were visually impaired, 14% had intellectual disabilities and two were hearing impaired. At the close of the year, at least seven found jobs in open employment.

To market the services of the IA Centre, a booth was set up at NCSS' Disability Awareness Public Education 2007 and IDA's Road Show in February 2008. The Centre also participated in KFC/Pizza Hut/SNEF's Open Door event in January 2008.





At the close of the year, plans were underway for the official opening of the IA Centre to take place on 3 July 2008. Two new IT labs would be opened then, and publicity was already in full swing to raise awareness of the existence of the programme among VWOs and the general public.

The Centre was working to get trainees with higher potential to take the International Computer Driving License and Microsoft Office Specialist examinations. The IA Centre was also looking into developing the Advance training programme.

No. of training places offered: 300

No. of people helped: 108

# CHAPTER eight

#### **Community Engagements and Partnerships**

## Encouraging Public Participation

Active collaboration with educational institutes and community organisations challenges young hearts and minds to innovate to help others.

Involvement in community engagements and partnerships with external organisations throughout the year under review provided platforms for greater outreach and public education.

In March 2007, the Specialised ATC was invited by IDA to help secondary and junior college students understand AT better by proposing IT projects and assisting them in creating accessible games, programmes and AT tools for disabled people. Students from Anglo Chinese School (Independent) and Nan Hua Secondary School participated in the project.

In April, SPD was involved in the AT projects of third year Mechanical Engineering students from NUS. SPD presented two real life conditions, after which the students were required to present their prototypes and suggest improvements to those conditions.

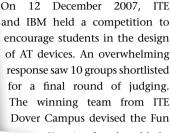
In August, the staff of SPD@Tampines participated in Tampines Central CC's Emergency Preparedness Day held at Tampines Central Park, and in the SAFE Home project organised by South East CDC and the Singapore Association of Occupational Therapists.

In November, SPD@Tampines staff gave a talk on career development and educational opportunities for the Occupational Therapy undergraduates of Nanyang Polytechnic.

That same month, staff from the Specialised ATC participated in SIMTech's two-day Science Outreach programme to help promote and interest students in science and engineering, and to broaden the impact of science in their daily lives. A lecture was given to 20 students from Victoria Junior College and Raffles Junior College on AT and a real problem staged as a challenge for the students to solve. The students also went on a tour of SPD to see the range of AT devices available, after which they had to give ideas on prototypes and concepts that could improve the lives of disabled people.







X-ercise for the elderly, a rehabilitation machine that used visual feedback to provide positive feedback to the user.

Following this, the Specialised ATC provided a range of AT devices for

the SmartHome section under the Silver Industry Conference & Exhibition held from 10 to 13 January 2008.

The year ended with a collaboration with South East CDC, St Hilda's Community Services and Tung Ling Community Services that saw SPD's therapists providing fitness screening to about 100 elderly persons staying in the Jalan Batu district.

#### **Advocacy**

## Breaking Barriers, Promoting Accessibility

More focus on the challenges disabled people face and greater partnerships with the community help to bring down barriers.



The media spotlight was repeatedly cast on the subject of accessibility in 2007. Thanks to the Government's commitment to improving the infrastructure, several estates were made more accessible in the year.

On the media front, SPD was able to advocate in the areas of technology, accessibility and

community health and rehabilitation provision on over 20 occasions. From these platforms, almost 30 articles and broadcasts appeared in the media in the year in the English medium and more than 10 in the vernacular.

SPD was represented in the committee that reviewed the Code on Barrier Free Accessibility in Buildings. An announcement was made in October on changes to the Code, listing a series of guidelines that buildings constructed after 1990 must incorporate to ensure easy mobility for everyone. Changes included improving connectivity between buildings and improvements to be made to existing accessible infrastructure. All new buildings were also required to have wheelchair-friendly routes connecting their entrances with surrounding bus stops, buildings and parks.



The Building and Construction Authority's commitment to improving accessibility in Singapore was evident in the setting up of the Accessibility Fund. The \$40 million fund was meant to be used as a capital incentive to encourage

private commercial and institutional building owners, with buildings built before 1990 that were not barrier free accessible, to upgrade their existing buildings and to retrofit them with basic accessibility features.

The Government would co-pay up to 40% of the upgrading works built according to the criteria for funding, subject to a cap of \$150,000 per building.

SPD's therapists collaborated with Pasir Ris-Punggol Town Council and TOUCH Youth to do an accessibility check in Seng Kang with the help of 15 Seng Kang Secondary School students and to verify barrier free accessibility. The project met the twin objectives of ensuring greater accessibility and enabling the students to better understand the issue of accessibility. The results were sent to the Town Council so that improvements could be made.

As in direct service programmes, much resources were dedicated to the area of advocacy as this helped to pave the way for and impact policies that would directly affect the lives of people with disabilities.

# CHAPTER nine

#### Communications

### Increasing **Awareness**

The Communications Department focuses on upholding the public image of SPD while raising public awareness of the challenges of disabled people.

In the year, the work of the Communications Department centred at achieving the following:

- publicising SPD and its programmes and services
- building and maintaining SPD's corporate image through public relations and other activities
- raising public awareness of disabled people and the challenges they faced
- advocating for issues affecting disabled people

The Department handled public and media enquiries and relations, produced the quarterly newsletter ExtraPage and the



	Articles/Broadcast Opportunities								
	No. of Occasions	English	Vernacular	Online	Others				
Advocacy Platforms	21	29	12	5	6				
Third Party Events	19	10	2	6	10				
Solicited Opportunities	8	109	120	8	3				
Unsolicited Opportunities	20	9	5	0	6				
	68	157	139	19	25				

Table 12: Summary Coverage of SPD in the Media

Annual Report, managed the corporate website, and provided support to partner organisations as well as within SPD including producing collaterals and publicity support.

The Department supported the staging of The SPD Charity Show '真情无障爱' by conducting a pre- and post-Show survey. The surveys were commissioned to measure the effectiveness of the Show in generating greater awareness for SPD. Kev results were as follows:

- Unaided recall of SPD stood at 2% before the Show. This went up to 3% after the Show was aired. Aided recall rose by 6% from 60%.
- Among those who watched the Show, unaided recall of SPD was at 2%, while aided recall was a high of 92%.
- Out of every 10 people who watched the Show, four called in to make a donation.
- Before the Show was staged, 65% stated their willingness to donate to help people with disabilities. This number rose to 73% after the broadcast.
- The recall rate for the Show's brand name '真情无障爱' was 100% and 77% for the 'SPD' corporate brand.



The headquarters at Tiong Bahru hosted over 300 visitors in the year comprising mostly students, corporate supporters, VWO representatives, volunteers and foreign guests. The newly-opened SPD@Tampines received visits from 80 representatives mostly from the healthcare industry.

With more information put up in the corporate website and weekly updates to ensure currency of information, website hits rocketed to over 200,000, an increase of over 25% from last year.

#### **Fundraising**

## Pledges of Support

Corporate donors and sponsors make a difference by raising funds and answering appeals to help fund various programmes and services in SPD.



Fundraising Department undertook the task of staging SPD's first TV charity show '真情无障爱' with participation from MediaCorp TV and radio artistes, and foreign celebrities. The Show helped to contribute

significantly to the fundraising target of \$5 million in the year. The success of the Show was made possible through the generosity of partners, donors, volunteers and supporters.

As part of the promotion, two roadshows were organised and held at Hougang Mall and Jurong Point. At both events, MediaCorp celebrities made their appearances to help publicise the Show. Close to 60,000 packets of speciallyprinted tissue packs bearing the broadcast date and hotline numbers were given out to shoppers to serve as a reminder for them to tune in.

On 29 June, about 90 wheelchair users, partners and volunteers from SPD walked and wheeled 30km overnight from the SPD Ability Centre in Tiong Bahru to SPD@Tampines as part of SPD's fundraising activity Breaking Barriers.



The flag off took place at 10pm on 29 June and by the next morning, the walkers were joined at Tampines Stadium by about 200 more volunteers made up mainly of students.

A mass walk followed as the close to 300-strong crowd made their way to SPD@Tampines. The event held in conjunction with the opening of SPD@Tampines raised more than \$120,000.

The SPD Flag Day held on 21 November 2007 raised more than \$70,000 with help from about 500 staff, beneficiaries and volunteers. Charity Hongbao, an annual fundraising project, received the warm support of 145 schools, helping to raise \$150,000.

Other fundraising efforts done in the year included direct mail appeals sent to past donors and to 1.2 million households via Singapore Power Services' utilities bill. SPD's monthly contribution programme STAR (Share, Touch and Reach-out) and donation box collections remained a stable source of income for SPD.

Nokia Pte Ltd helped to raise more than \$20,000 for SPD through an in-house sale of food vouchers, phone auction and pledge card collection. ObTech Asia Pacific Pte Ltd's charity golf event organised for the second year running raised more than \$70,000 for the SPD Education Programme.

Another supporter of the SPD Education Programme was Caltex, a long-time partner of SPD. The organisation once again organised a charity car wash with active participation from contestants of The Amazing Race Asia Season 2. This initiative drew in \$31,500.

Other major donors and supporters in the year included StarHub Ltd, WBL Corporation Ltd, Microsoft Singapore Pte Ltd, The Hongkong and Shanghai Banking Corporation Ltd, South East CDC, Singapore Power Ltd, Kwan Im Thong Hood Cho Temple, CapitaLand Ltd, Alphalog (S) Pte Ltd, Keppel Offshore and Marine, Lee Foundation, Singapore, Automobile Association of Singapore, Catholic Junior College, The Shaw Foundation Pte, the Trustees of the Grace, Shua and Jacob Ballas (English) Charitable Trust and Kwan Im Tng Temple (Joo Chiat).

Better understanding helped to build trust and confidence in SPD as an organisation. News updates were sent out twice in the year as part of an initiative to keep supporters informed of developments here so that they could be aware of how resources were used and how beneficiaries benefited from SPD's programmes and services.

#### **Volunteer Management**

### Volunteer Resources are Valuable

Volunteers are more than just an extra pair of hands. They bring with them different experiences, expertise and talents to add richness and different perspective to SPD's services.



The Volunteer Management Department worked on the objective of building a volunteer capability to complement SPD's resources and manpower to meet services and programme needs

In the year, 6,077 volunteers offered their services in SPD. They comprised individuals, students fulfilling CIP hours and corporate volunteers. Volunteer sessions came up to 8,422 with each averaging three hours, translating to more than 25,000 hours given in service here.

#### Regular Programmes

Many of SPD's regular programmes for clients would not be sustainable if not for the commitment and dedication of volunteers who came regularly to fulfill their roles.

Caltex continued to fund the Groceries for Charity project, sending their employee volunteers to deliver groceries to clients from low-income families.



Fortnightly visits by Singapore SOKA Association volunteers brought much joy to clients of the DAC with their singing and dancing.

Doctors from the Leong Clinic offering free medical consultations at SPD helped to keep medical costs of clients to a minimum. Clients also received free hair cuts from volunteers of the Rieme Hair & Beauty Training Centre Pte Ltd and Boon Lay Women Executive Committee.

More volunteers were recruited for the Freedom Adventure Club, which continued to organise outdoor activities for SPD's clients. The SPeeDy Soccer Club volunteers and members met on a monthly basis for training sessions. Students of St. Theresa's Convent also rendered muchneeded help by providing administrative support at their weekly visits to SPD.



The Horse Riding Programme was a new initiative developed in the year. **Employee** volunteers of the Hongkong and Shanghai Banking Corporation Ltd committed to helping our clients at the weekly programme.

521 corporate and school volunteers helped in National Library packing

project, working alongside trainees from the Ability Enterprise to complete the packing on time.

#### Ad-hoc Programmes

Microsoft Singapore staff organised their second annual shopping trip for DAC clients at Carrefour. On 17 January, each of the 50 participating clients was given a \$50 hongbao and matched with a pair of Microsoft employee volunteers who helped them as they did their Chinese New Year shopping at the outlet at Suntec City.

DAC's games day, which took place at the Chinese Swimming Club on 16 November, saw staff volunteers from Hewlett-Packard (Sales) Pte Ltd helping for the second year running. They interacted with the clients through swimming and bowling sessions and in simple telematch games.

Members of the Char Yong (Dabu) Association Youth Group organised an outing for SPD's client to the Jurong Bird Park, the third of such trip.

Others who volunteered their services at SPD included students from Nan Hua Secondary School, Greenview Secondary School and Nan Chiau Primary School, members from Asia Works, and employees from Firmenich Asia Pte Ltd, Asia Pac Distribution (S) Pte Ltd and DBS.

#### Highlights

SPD launched its first official Volunteer Handbook on 1 December 2007 at the annual SPD Volunteer Day. The Handbook given to new volunteers contains general information on SPD, do's and don'ts, communication guidelines, etiquette on interacting with disabled people and wheelchair handling techniques. It was produced as a guide to help new volunteers to ease into their roles.

The annual volunteers appreciation event took place at Golden Village VivoCity with breakfast followed by the screening of the movie 'Enchanted'. Mrs Tan Chee Koon, CEO of NVPC, graced the event as the Guest-of-Honour.





#### Volunteer Well-Being

As a continuation of our efforts at fostering better relations among the volunteers, three networking sessions were held in the year for our volunteers. These comprised a motivational talk, trekking at Sungei Buloh Nature Reserve and a training session.

Five volunteers were selected and sent for training at SSTI and NVPC to help them be more effective in their roles. Training was given in first aid, on how to be effective volunteer leaders, understanding people with disabilities and wheelchair handling techniques.

# CHAPTER ten

#### Governance

## **Enhancing Public** Confidence

The introduction of the Code of Governance and SPD's own efforts at greater transparency and accountability assures donors that their contributions are properly used.



The Charity Council issued the Code of Governance for Charities & Institutions of a Public Character on 26 November 2007.

To accommodate the diverse charity sector, the Code guidelines were tiered into Basic. Enhanced and Advanced sections according to the IPC status and size of the charity. SPD

fell under the Advanced section, which was applicable to large IPCs with gross annual receipts of \$10 million or more. Being in the Advanced section meant SPD was required to comply with more guidelines to help raise its standards of governance.

SPD's Executive Director Dr Ow Chee Chung took the lead and engaged the senior staff in the review of SPD's organisational systems and processes. The ongoing review process comprised four steps:

- Clarification, benchmarking and gap analysis
- Prioritisation
- Development of new policies and processes
- Implementation and audit



Table 13: Board of Management Attendance at Board Meetings

, ,	0	
Board Member	Designation for Term 2006-2008	Attendance at Board Meetings
Mr See Cher	President	6 out of 6
Ms Chia Yong Yong	Vice President	4 out of 6
Mr Koh Nai Teck	Honorary Treasurer	6 out of 6
Ms Poh Hwee Hian (Appointed as Honorary Assistant Treasurer wef 1 August 2007)	Member/Honorary Assistant Treasurer	3 out of 6
Ms Nancy Chia Siew Ngor (*Resigned as Honorary Assistant Treasurer and Board member wef 11 July 2007)	Honorary Assistant Treasurer*	2 out of 2*
Mr Lee Han Yang	Member	4 out of 6
Mr Low Wong Fook	Member	4 out of 6
Mr Kamalarajan Malaiyandi Chettiar	Member	3 out of 6
Mr Soh Chee Keong	Member	4 out of 6
Mr Yeo Jeu Nam	Member	3 out of 6

The senior staff was deployed into various workgroups in the year to discuss the finer points of the Code. The findings and recommendations of the workgroups were presented and shared with all staff at the SPD Organisation Excellence Day on 11 January 2008.

Believing that all staff should be familiar with the development and deployment of the governance policy, the Code was divided into small manageable bits and communicated during regular WOW! Journey gatherings and at the Organisation Excellence Day after it was released.

As required by the Charity Council, we duly and promptly submitted our first Evaluation Checklist on the Charity Portal by 31 March 2008.





#### Human Resources

One hundred and ten staff were employed at SPD in the year, with an additional craftsmen at the Production Workshop. By developing a culture of continuous learning and development, individual and organisational capability would be enchanced

Besides local training courses, staff was given the opportunity to attend courses overseas such as the 4th Asia Pacific Occupational Therapy Congress in Hong Kong and the 14th Deafblind International World Conference in Australia.

Support was also given to the staff to further their education and upgrade their skills through the Certificate of Education Studies in Special Education and NITEC in Social Services courses.

In the year, two staff obtained the Assistive Technology Practitioner Certification from RESNA and an Occupational Therapist was certified for SIPT (Sensory Integration and Praxis Test).

#### Staff Well-Being

Six activities were organised in the year by the Staff Well-Being Committee. This included a health screening and a food preparation contest to foster team bonding.

11 January 2008 was the highlight of the year, being the day designated for Organisation Excellence Day, Staff Day as well as the Annual Dinner. The theme for Staff Day was 'Governance', and through games and a quiz, staff was made to familiarise themselves with the guidelines set out in the Code of Governance by The Charity Council. WITS presentations that day were also on projects based on the Code.

Staff dressed to the 'Bollywood Fusion Night' theme for the Annual Dinner held at the Holiday Inn Atrium.





#### Administration

#### Estate Management

In the course of the year, constant efforts were made to maximise the use of the limited available space at the SPD Ability Centre building. In order to accommodate the newly-established Infocomm Accessibility Centre and IT Apprenticeship Programme, renovation works for the second level of the building was tendered out in January 2008.

In the renovation, computer training rooms were added and floor markers installed in the building to make the SPD Ability Centre more accessible for people with visual impairments.

The renovation was set for completion by May 2008.



#### **Transport**

With the increasing number of initiatives and programmes, the demand for transportation to support people with disabilities was similarly on an increasing trend.

SPD's transport operations was outsourced to a private transport operator in the year. A fresh transport tender was called in January 2008 and the contract awarded in March 2008. The new contract covered all the transport services which included the provision of six drivers for SPD's own fleet of vehicles.

On a daily basis, SPD's transport operation made an average of over 80 trips, ferrying an estimated 300 passengers attending various programmes including training and work at SPD and at partner organisations.

# CHAPTER eleven



Society for the Physically Disabled (Registered in Singapore)

# **Financial** Statements

For the year ended 31 March 2008

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#### Statement by the Board of Management

In the opinion of the Board of Management, the accompanying balance sheet, income and expenditure statement, statement of changes in funds and cash flow statement of the Society for the Physically Disabled ("the Society") together with the notes thereto are drawn up so as to give a true and fair view of the state of affairs of the Society as at 31 March 2008 and of the results of the activities, changes in funds and cash flows of the Society for the year then ended.

At the date of this statement there are reasonable grounds to believe that the Society will be able to pay its debts as and when they fall due.

On behalf of the Board of Management,

See Cher President

Koh Nai Teck Honorary Treasurer

Singapore 12 June 2008

#### Report of the Auditors to the Members of the Society for the Physically Disabled

(Registered in Singapore)

We have audited the accompanying financial statements of the Society for the Physically Disabled which comprise the balance sheet as at 31 March 2008, and the income and expenditure statement, statement of changes in funds and cash flow statement for the year then ended, and a summary of significant accounting policies and other explanatory notes.

#### Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with the provisions of the Societies Act, Chapter 311, the Income Tax Act Chapter 134 Income Tax (Approved Institutions of Public Character) Regulations 2004 and the Singapore Financial Reporting Standards. This responsibility includes:

- (a) devising and maintaining a system of internal accounting controls sufficient to provide reasonable assurance that assets are safeguarded against loss from unauthorised use or disposition; and transactions are properly authorised and that they are recorded as necessary to permit the preparation of true and fair financial statements and to maintain accountability of assets;
- (b) selecting and applying appropriate accounting policies; and
- (c) making accounting estimates that are reasonable in the circumstances.

# Report of the Auditors to the Members of the Society for the Physically Disabled

(Registered in Singapore)

#### Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Singapore Standards on Auditing. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

#### Report of the Auditors to the Members of the Society for the Physically Disabled

(Registered in Singapore)

#### **Opinion**

In our opinion,

- (a) the financial statements are properly drawn up in accordance with the provisions of the Societies Act, Chapter 311 and Singapore Financial Reporting Standards so as to give true and fair view of the state of affairs of the Society as at 31 March 2008 and of the results, changes in funds and cash flows of the Society for the year ended on that date;
- (b) the accounting and other records required by the Societies Act, Chapter 311 to be kept by the Society have been properly kept in accordance with the provisions of the Act; and
- (c) the Society is in compliance with the provisions of the Income Tax Act, Chapter 134, Income Tax (Approved Institutions of Public Character) Regulations 2004 in respect of the requirement that total fund-raising and sponsorship expenses cannot exceed 30% of total gross receipt from fund-raising and sponsorships during the year ended 31 March 2008.

Certified Public Accountants

Singapore 12 June 2008

#### **Balance Sheet**

As at 31 March 2008

#### Assets

#### Non-Current

Property, plant and equipment

#### Current

Inventories

Prepayments

Trade and other receivables

Cash at bank and in hand

#### **Total Assets**

#### Funds, Deferred Revenue And Liabilities

#### **Funds**

Accumulated general fund

Lee Boon Huat education fund

Building fund

Sinking fund

SPD-RCSW IT training fund

#### **Total Funds**

#### Liabilities

#### Non-Current

Deferred capital donations and grants

#### Current

Trade and other payables

#### **Total Equity And Liabilities**

The accompanying notes form an integral part of these financial statements.

	Notes	2008 S\$	2007 S\$
	4	9,185,435	8,728,523
		38,133	62,454
•••••		20,050	19,460
	5	1,351,682	524,500
	6	6,803,815	5,942,613
		8,213,680	6,549,027
		17,399,115	15,277,550
	3a	5,812,617	4,394,326
	3a	5,812,617	4,394,326
	3b	130,142	128,563
	3c		
	3d	883,870	868,906
	3e	18,250	18,250
		6,844,879	5,410,045
	8	8,264,730	8,369,782
	7	2,289,506	1,497,723
	- 1	17,399,115	15,277,550
		17,099,110	10,211,000

#### **Income and Expenditure Statement**

For the year ended 31 March 2008

Income

Grants and funding
Donations
Programme fees
Membership fees
Bank interest
Sales of work
Miscellaneous income
Amortisation of deferred capital donations and grants
Expenditure Allowance for doubtful receivables
Bad debt written off
Bank charges
Communications
Depreciation of property, plant and equipment
Education grant
Education grant
Expenses relating to sales of work
Expenses relating to sales of work
Expenses relating to sales of work
Expenses relating to sales of work Fund-raising cost General insurance
Expenses relating to sales of work Fund-raising cost General insurance Miscellaneous expenses

The accompanying notes form an integral part of these financial statements.

Land and building

Property, plant and equipment expensed off Property, plant and equipment written off

Public education expenses Rental of equipment Repairs and maintenance:

- Equipment

- Motor vehicles

Notes	2008 S\$	2007 S\$
	2,476,464	1,938,006
12	5,631,510	2,537,961
·	1,324,063	900,780
	320	439
	128,864	162,744
	903,897	757,591
	23,497	37,284
8	710,871	661,030
	11,199,486	6,995,835
	11,100,400	0,000,000
	2,070	_
	2,092	-
	2,669	1,359
	57,876	44,518
4	956,388	810,525
	241,211	317,655
9	763,887	696,685
12	977,298	110,943
·	47,234	35,204
	21,853	-
	41,705	21,878
	68,131	18,825
	471	
	385,619	47,626
	42,833	18,370
		,0,070
	28,104	31,187
	263,928	190,609
	54,707	46,625

#### **Income and Expenditure Statement**

For the year ended 31 March 2008

Expenditure (cont'd)
Specific assistance to clients
Staff benefits
Staff recruitment
Staff salaries and related costs [includes CPF of S\$552,911 (2007 - \$365,320)]
Staff training
Supplies and materials
Transport
Transport assistance to clients
Utilities
Volunteer development and recognition
Surplus For The Year
Surplus allocated to:
Accumulated general fund
Lee Boon Huat education fund
Ruilding fund
Sinking fund
SPD-RCSW IT training fund

### Statement of Changes in Funds As at 31 March 2008

	Accumulated General Fund S\$	Lee Boon Huat Education Fund S\$	
Balance at 1 April 2006	3,393,986	127,015	
Surplus/(Deficit) for the year	83,598	1,548	
Transfer	916,742	-	
Balance at 31 March 2007	4,394,326	128,563	
Balance at 1 April 2007	4,394,326	128,563	
Surplus for the year	1,418,291	1,579	
Balance at 31 March 2008	5,812,617	130,142	

Total S\$	SPD-RCSW IT Training Fund S\$	Sinking Fund S\$	Building Fund S\$
5,275,817	20,627	849,961	884,228
134,228	(2,377)	18,945	32,514
-	-	=	(916,742)
5,410,045	18,250	868,906	-
5,410,045	18,250	868,906	-
1,434,834	-	14,964	-
6,844,879	18,250	883,870	-

#### **Cash Flow Statement**

For the year ended 31 March 2008

#### **Cash Flows From Operating Activities**

Operating surplus for the year

Adjustments for:

Amortisation of deferred capital donations

Depreciation on property, plant and equipment

Donations-in-kind

Gift vouchers from donation-in-kind

Loss/(Gain) on disposal of property, plant and equipment

Interest income

Operating surplus before working capital changes

Decrease/(increase) in inventories

(Increase) in operating receivables

Increase in operating payables

Net cash flows generated from operations

#### **Cash Flows From Investing Activities**

Interest income

Proceeds from disposal of property, plant and equipment

Purchase of property, plant and equipment

Net cash used in investing activities

#### **Cash Flow Statement**

For the year ended 31 March 2008

Cash Flows From Financing Activities
Capital assets donations received
Net cash generated from financing activities
Not increase in each and each arrivalents
Net increase in cash and cash equivalents
Cash and cash equivalents brought forward
Cash and cash equivalents carried forward
Cash and cash equivalents brought forward comprise:
Cash in hand
Cash at bank
Fixed deposits

For the year ended 31 March 2008

#### 1. **General Information**

The Society is registered under the Societies Act, Chapter 311 and is domiciled in the Republic of Singapore. Its registration no. is 0100/1964.

The office of the Society is located at 2 Peng Nguan Street, SPD Ability Centre, Singapore 168955.

The principal activities of the Society are the promotion, development and provision of welfare programmes and services to people with physical disabilities, so as to develop their potential to the fullest.

#### 2. **Summary Of Significant Accounting Policies**

#### (a) Statement of compliance

The Society's financial statements have been prepared in accordance with Singapore Financial Reporting Standards (FRS).

The Society has adopted all the new and revised FRSs and interpretation of FRS ("INT FRS") that are relevant to its operation and effective for annual periods beginning on or after 1 April 2007. The adoption of these new/revised FRSs and INT FRSs has no material effect on the financial statements.

- FRS 1 Presentation of Financial Statements (revised 6.1.2006)
- FRS 10 Events after the Balance Sheet Date (revised 6.1.2006)

For the year ended 31 March 2008

FRS 1

FRS 38

#### **Summary Of Significant Accounting Policies (cont'd)** 2.

- (a) Statement of compliance (cont'd)
  - Leases (revised 6.1.2006) FRS 17
  - FRS 19 Employee Benefits (revised 6.1.2006)
  - FRS 32 Financial Instruments: Presentation (revised 6.1.2006)
  - FRS 39 Financial Instruments: Recognition and Measurement (revised 6.1.2006)

The following FRS and INT FRS relevant to the Society were issued at the date of authorisation of these financial statements but not yet effective until future periods:

Presentation of Financial Statements

1101	resemunon or rinametar statement
FRS 2	Inventories
FRS 7	Cashflow Statements
FRS 8	Accounting Policies, Changes in Accounting Estimates and Errors
FRS 16	Property, Plant and Equipment
FRS 19	Employee Benefits
FRS 23	Borrowing Costs
FRS 36	Impairment of Assets

Intangible Assets

The Board of Management anticipate that the adoption of these FRS and INT FRS in the period of initial application will have no material impact on the financial statements of the Society.

For the year ended 31 March 2008

#### 2. Summary Of Significant Accounting Policies (cont'd)

#### (b) Basis of accounting

The financial statements are expressed in Singapore dollars, and have been prepared under the historical cost basis except as disclosed in the accounting policies below.

#### (c) Property, plant and equipment

Property, plant and equipment are stated at cost, less accumulated depreciation and impairment losses if any.

The initial cost of property, plant and equipment comprises its purchase price, including import duties and non-refundable purchase taxes and any direct attributable costs of bringing the asset to its working condition and location for intended use. Any trade discounts rebates are deducted in arriving at the purchase price. Expenditures incurred after the property, plant and equipment have been put into operation, such as repairs and maintenance and overhaul costs, are normally charged to the income and expenditure statement in the period in which the costs are incurred. In situations where it can be clearly demonstrated that the expenditures have

For the year ended 31 March 2008

#### **Summary Of Significant Accounting Policies (cont'd)** 2.

#### (c) Property, plant and equipment (cont'd)

resulted in an increase in the future economic benefits expected to be obtained from the use of an item of property, plant and equipment beyond its original assessed standard of performance, the expenditures are capitalised as additional costs of property, plant and equipment.

Depreciation is computed on a straight-line basis over the estimated useful life of the assets as follows:

Leasehold building	18 -25 years
Satellite centre	5 years
Machinery	10 years
Computer equipment	3 years
Electrical equipment	5 years
Motor vehicles	5 years
Office equipment, furniture and fittings	5 -10 years
Assistive devices and technical aids	3 - 5 years

Fully depreciated property, plant and equipment are retained in the accounts until they are no longer in use.

For the year ended 31 March 2008

#### **Summary Of Significant Accounting Policies (cont'd)** 2.

#### (c) Property, plant and equipment (cont'd)

The useful life and depreciation method are reviewed annually to ensure that the method and period of depreciation are consistent with the expected pattern of economic benefits from items of property, plant and equipment.

#### (d) Impairment of assets

Assets are reviewed for impairment whenever events or changes in circumstances indicate that the carrying amount of an asset may not be recoverable. Whenever the carrying amount of an asset exceeds its recoverable amount, an impairment loss is recognised in the income and expenditure statement.

Reversal of impairment losses recognised in prior years is recorded when there is an indication that the impairment losses recognised for the asset no longer exist or have decreased. The reversal is recorded in income. However, the increased carrying amount of an asset due to a reversal of impairment loss is recognised to the extent it does not exceed the carrying amount that would have been determined (net of amortisation or depreciation) had no impairment loss been recognised for that asset in prior years.

For the year ended 31 March 2008

#### 2. Summary Of Significant Accounting Policies (cont'd)

#### (e) Inventories

Inventories, comprising mainly raw materials for book-binding and photo albums and finished goods such as photo albums and hand-made notebooks. are valued at the lower of cost and net realisable value. Cost is determined on a first-in first-out basis. Allowance is made, where necessary for obsolete, slowmoving and defective inventory in arriving at the net realizable value. Net realisable value is the estimated selling price in the ordinary course of operation less the estimated costs necessary to make the sale.

#### (f) Government grants

Grants from the government to meet the Society's operating expenses are recognised as income to match the related operating expenditure.

Operating grants are accounted for on the accrual basis.

For the year ended 31 March 2008

### 2. Summary Of Significant Accounting Policies (cont'd)

#### (g) Financial assets

The Society classifies its financial assets, other than hedging instruments, into the following categories: financial assets at fair value through profit or loss, held-to-maturity investments, loans and receivables and available-for-sale financial assets. Financial assets are assigned to the different categories by management on initial recognition, depending on the purpose for which the financial assets were acquired. The designation of financial assets is re-evaluated and classification may be changed at the reporting date with the exception that the designation of financial assets at fair value through profit or loss is not revocable.

All financial assets are recognised on their trade date—the date on which the Society commits to purchase or sell the asset. Financial assets are initially recognised at fair value, plus directly attributable transaction costs except for financial assets at fair value through profit or loss which are recognised at fair value.

For the year ended 31 March 2008

#### **Summary Of Significant Accounting Policies (cont'd)** 2.

#### (g) Financial assets (cont'd)

Derecognition of financial instruments occurs when the rights to receive cash flows from the investments expire or are transferred and substantially all of the risks and rewards of ownership have been transferred. An assessment for an impairment is undertaken at least at each balance sheet date whether or not there is objective evidence that a financial asset or a group of financial assets is impaired.

The Society does not have any investments and accordingly, there are no investments to be designated at fair value through profit and loss assets, held-tomaturity and available-for-sale.

#### Receivables

Receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. They arise when the Society provides money, goods or services directly to a debtor with no intention of trading the receivables. They are included in current assets, except for maturities greater than 12 months after the balance sheet date. These are classified as non-current assets.

For the year ended 31 March 2008

### 2. Summary Of Significant Accounting Policies (cont'd)

#### (g) Financial assets (cont'd)

Receivables are subsequently measured at amortised cost using the effective interest method, less provision for impairment. Receivables are provided against when objective evidence is received that the Society will not be able to collect all amounts due to it in accordance with the original terms of the receivables. The amount of the write-down is determined as the difference between the asset's carrying amount and the present value of estimated future cash flows. Any reversal shall not result in a carrying amount that exceeds what the amortised cost would have been had any impairment loss not been recognized at the date the impairment is reversed. Any reversal is recognized in the income and expenditure statement.

#### (h) Financial liabilities

The Society's financial liabilities include trade and other payables.

Financial liabilities are recognised when the Society becomes a party to the contractual agreements of the instrument. All interest related charges is recognised as an expense in 'finance cost' in the income statement.

For the year ended 31 March 2008

#### 2. Summary Of Significant Accounting Policies (cont'd)

#### (h) Financial liabilities (cont'd)

Payables are initially measured at fair value, and subsequently measured at amortised cost, using the effective interest method

#### (i) Provisions

Provisions are recognised when the Society has a present obligation (legal or constructive) where as a result of past event, it is probable that an outflow of resources embodying economic benefits will be required to settle the obligations and a reliable estimate can be made of the amount of obligation. Provisions are reviewed at each balance sheet date and adjusted to reflect the current best estimate.

#### (i) Operating leases

Leases of assets in which a significant portion of the risks and rewards of ownership are retained by the lessor are classified as operating leases.

For the year ended 31 March 2008

#### 2. Summary Of Significant Accounting Policies (cont'd)

#### (j) Operating leases (cont'd)

Rentals on operating leases are charged to the income statement on a straight-line basis over the lease term. Lease incentives, if any, are recognised as an integral part of the net consideration agreed for the use of the leased asset. Penalty payments on early termination, if any, are recognised in the income statement when incurred.

#### (k) Deferred capital donations and grants

Deferred capital donations and grants represents:

- (i) deferred capital fund transferred from building fund upon completion of the construction of building or at a distinct phase of the construction for the purpose of identifying the utilisation of building construction and its related expenditures, and
- (ii) deferred capital fund received/receivable for purchase of property, plant and equipment.

For the year ended 31 March 2008

#### 2. Summary Of Significant Accounting Policies (cont'd)

### (k) Deferred capital donations and grants (cont'd)

Deferred capital donations and grants is systematically amortised to the statement of income and expenditure over the estimated useful life of the relevant property, plant and equipment.

#### **Recognition of Income and Expenses** (1)

#### (i) Programme fees

Programme fees represent income rendering of services to disabled people. Such fees are recognised as income once the services are rendered.

# (ii) Donations, grants and funding, and interest income

Donations are recognised on an accrual basis when the donations are committed to the Society.

Grants and funding are recorded on the accrual basis.

Interest income is accrued on a time proportioned basis using the effective interest method.

# (iii) Expenses

Expenses are accounted for on the accrual basis.

For the year ended 31 March 2008

#### **Summary Of Significant Accounting Policies (cont'd)** 2.

### (m) Employee benefits

Pensions and other post employment benefits The Society makes contribution to the Central Provident Fund scheme in Singapore, a defined contribution pension scheme. These contributions are recognised as an expense in the period in which the related service is performed.

# (ii) Employee leaves entitlement

Employee entitlements to annual leave are recognized when they accrue to employees. A provision is made for the estimated liability for leave as a result of services rendered by employees up to the balance sheet date.

For the year ended 31 March 2008

#### 3. **Funds**

### (a) Accumulated general fund

	2008 <b>S</b> \$	2007 S\$
Balance at beginning of year	4,394,326	3,393,986
Donations	5,631,510	2,537,961
Grants and funding	2,476,464	1,938,006
Other income	3,074,969	1,805,174
Amount utilised	(9,764,652)	(6,197,543)
during the year Fund transfer from building fund	-	916,742
	1,418,291	1,000,340
Balance at end of year	5,812,617	4,394,326

The accumulated general fund is for the purpose of meeting operating expenses incurred by the Society. It comprises both solicited funds and funds received from the government and the National Council of Social Service as well as programme fees and other income.

For the year ended 31 March 2008

#### Funds (cont'd) 3.

### (b) Lee Boon Huat education fund

	2008 \$\$	2007 S\$
Balance at beginning of year	128,563	127,015
Other income	1,579	1,548
Balance at end of year	130,142	128,563

The fund is for the provision of education assistance to needy and deserving disabled students or students with disabled parents.

# (c) Building fund

	2008 S\$	2007 S\$
Balance at beginning of year	-	884,228
Amortisation of deferred	-	661,030
capital donations		
Other income	_	32,566
Amount utilised during the year	_	(661,082)
Fund transfer to accumulated	_	(916,742)
general fund		(= = , , ,
Balance at end of year	-	-

The balance in the fund was transferred to accumulated general fund in 2007.

For the year ended 31 March 2008

#### 3. Funds (cont'd)

### (d) Sinking fund

	2008 S\$	2007 S\$
Balance at beginning of year	868,906	849,961
Other income Amount utilised during the year	14,964 -	19,042 (97)
Balance at end of year	883,870	868,906

The sinking fund is for the purpose of meeting cost of major repairs and replacements.

# (e) SPD-RCSW IT training fund

	2008 S\$	2007 S\$
Balance at beginning of year	18,250	20,627
Amount utilised during the year	-	(2,377)
Balance at end of year	18,250	18,250

This fund is designated to meet the IT training needs of disabled people.

For the year ended 31 March 2008

# 4. Property, Plant And Equipment

	Leasehold Building	Satellite Centre	Machinery	
	\$	\$	\$	
Cost				
At 1 April 2007	13,880,767	-	66,313	
Additions (purchase)	_	326,559	22,085	
Additions (Donations in kind)	-	-	-	
Disposals	_	-	(36,000)	•••••
At 31 March 2008	13,880,767	326,559	52,398	
Accumulated depreciation and			(E1 110)	
	(5,686,483)			
Addition: Depreciation	(626,506)	(54,427)		
Less: Disposals	_	-	32,669	
At 31 March 2008	(6,312,989)	(54,427)	(22,928)	
Depreciation in 2007	(626,506)	_	(3,802)	
Net carrying value At 31 March 2008	7,567,778	272,132	29,470	
. a.c Maron 2000	1,001,110	2, 2, 102	20, 0	
At 31 March 2007	8,194,284	-	15,203	

For the year ended 31 March 2008

Computer equipment \$	Electrical equipment	Motor vehicles \$	Office equipment, furniture and fittings \$	Assistive devices/ technical aids \$	Total \$
 368,387	82,058	635,984	854,152	181,417	16,069,078
 56,192	16,412	59,129	71,835	715,847	1,268,059
 152,315	_	_	_	_	152,315
(48,603)	(3,594)	(139,075)	(936)	-	(228,208)
528,291	94,876	556,038	925,051	897,264	17,261,244
(272,840)	(59,486)	(472,723)	(656,429)	(141,484)	(7,340,555)
(60,821)	(8,679)	(68,951)	(46,949)	(85,568)	(956,388)
48,603	1,737	137,189	936	-	221,134
(285,058)	(66,428)	(404,485)	(702,442)	(227,052)	(8,075,809)
(32,994)	(6,460)	(62,450)	(42,689)	(35,624)	(810,525)
243,233	28,448	151,553	222,609	670,212	9,185,435
95,547	22,572	163,261	197,723	39,933	8,728,523

For the year ended 31 March 2008

### 5. Trade And Other Receivables

	2008 S\$	2007 S\$
Trade receivables	316,519	251,049
Allowance for doubtful receivables	(4,853)	(2,783)
	311,666	248,266
Grant receivable	843,534	_
Deposits and other receivables	196,482	276,234
	1,351,682	524,500

### 6. Cash At Bank And In Hand

	2008 \$\$	2007 S\$
Cash in hand	7.600	4,800
Cash at bank	1,895,682	1,164,656
Fixed deposits	4,900,533	4,773,157
	6,803,815	5,942,613

For the year ended 31 March 2008

# 7. Trade And Other Payables

	2008 S\$	2007 S\$
Trade payables	152,417	102,344
Other payables	27,336	37,404
Advance receipts	1,256,677	575,651
Accruals	852,926	781,800
Deposits received	150	524
	2,289,506	1,497,723

# 8. Deferred Capital Donations And Grants

Building fund S\$	IDA grant S\$	Total S\$
14,568,321	-	14,568,321
-	605,819	605,819
14,568,321	605,819	15,174,140
(6,198,539)	_	(6,198,539)
(661,030)	(49,841)	(710,871)
(6,859,569)	(49,841)	(6,909,410)
(661,030)	-	(661,030)
7,708,752	555,978	8,264,730
8,369,782	-	8,369,782
	\$\$ 14,568,321 14,568,321 (6,198,539) (661,030) (6,859,569) (661,030)	\$\$ \$\$ 14,568,321

For the year ended 31 March 2008

#### 8. **Deferred Capital Donations And Grants (cont'd)**

Deferred capital donations and grants for building refers to deferred capital fund transferred from building fund upon completion of the construction of building.

Infocomm Development Authority of Singapore (IDA) has awarded the Society a grant to set up an Infocomm Accessibility Centre. This grant spans across three years.

It covers both capital and operating expenditure. The capital portion, incurred to date is reflected above and the operating expenditure portion has been included in the income and expenditure statement.

This centre is set up to provide training in infocomm technology across disability types, including physical disabilities, sensory impairments and developmental disabilities. It is equipped with a wide range of assistive technology devices to help people with special needs to overcome their limitations.

For the year ended 31 March 2008

#### **Expenses Relating To Sales Of Work** 9.

	2008 S\$	2007 S\$
Cost of sales:		
Opening stocks	62,453	46.614
Purchases	193,401	194.061
Closing stocks	(38,133)	(62,453)
	217,721	178,222
Other expenses:	•	
Transport	49,027	71,831
Workers salaries and related cost	190,663	155,421
(include CPF of \$17,042		
(2007- \$14,667)]		
Trainees' allowances	249,436	223,282
Trainees' and workers' benefit	57,040	67,929
	763,887	696,685

#### 10. Staff Costs

Included in staff costs is key management remuneration and employer CPF amounting to \$\$822,033 (2007 - \$\$653,618) and S\$80,927 (2007 - S\$59,340) respectively.

For the year ended 31 March 2008

# 11. Operating Lease Commitments

At the balance sheet date, the Society was committed to making the following lease rental payments under noncancellable operating leases for office equipment:

	2008 S\$	2007 S\$
Not later than one year Later than one year and not later than five years	8,652 13,115	82,458 11,708

#### 12. Donations

	2008 S\$	2007 S\$_
Gross donations and sponsorships	5,631,510	2,537,961
Direct cost of fund raising expenses	(977,298)	(110,943)
Percentage of direct fund raising expenses over gross donations and sponsorships	17%	4%

A major fund raising event "SPD Charity Show" was staged on 15th July 2007 to raise funds and create awareness of the Society's services and programmes.

For the year ended 31 March 2008

#### 13. Financial Risk Management

The Society does not have any written risk management policies and guidelines and does not use derivative and other instrument in its risk management activities.

#### Credit risk

Credit risk is the risk that one party to a financial instrument will fail to discharge an obligation and cause the other party to incur a financial loss.

As at balance sheet date, there were no significant concentrations of credit risk. Cash is placed with financial institution of good standing. The maximum exposure to credit risk is represented by the carrying amount of each financial asset as indicated in the balance sheet.

#### Interest rate risk

The Society's exposure to market risk for changes in interest rates relates primarily to interest-bearing deposit placed with financial institutions. The Society's policy is to place surplus funds in fixed deposits at favorable interest with financial institutions in Singapore.

For the year ended 31 March 2008

#### 13. Financial Risk Management (cont'd)

#### Foreign currency risk

The Society's operational activities are carried out in Singapore dollar, which is the functional currency. Majority of the transaction are paid for in local currency. There is minimal exposure to any risk arising from movement in foreign currencies exchange rates, as the Society has no significant transaction in foreign currency.

#### Liquidity risk

The Society's liquidity risk is minimal as it maintains sufficient funds to meet its committed liabilities

#### 14. Financial Instruments

#### Fair value

The carrying amounts of the financial assets and financial liabilities as reflected in the balance sheet approximate their respective fair values.

The Society does not anticipate that the carrying amounts recorded at balance sheet date would be significantly different from the values that would eventually be received or settled.

For the year ended 31 March 2008

#### 15. Donations/Grants And Sponsorship To Other Charities

The Society did not provide any donations/grants and sponsorship to other charities during the financial year.

#### 16. Tax Exempt Receipts

During the financial year, the Society issued tax exempt receipts for donations collected amounting to \$\$5,648,154 (2007: \$\$2.145.571).

#### 17. Comparative Figures

Last year's financial statements were audited by a firm of Certified Public Accountants other than Suhaimi Salleh & Associates

Certain comparative figures in the financial statements have been reclassified to conform to the current year's presentation.

For the year ended 31 March 2008

### 18. Recommended Accounting Practice 6 (Rap 6)

The accounts of the Society have not been prepared in accordance with RAP 6 which is recommended for all charities in Singapore.

#### 19. Authorisation of Financial Statements

The financial statements of the Society for the Physically Disabled for the year ended 31 March 2008 were authorised for issue by the Board of Management on 12 June 2008.

# CHAPTER twelve

#### **Our Supporters**

# \$100,000 and above

CapitaLand Limited
HSBC Ltd
Kwan Im Thong Hood Cho Temple
Microsoft Singapore Pte Ltd
President's Challenge
Singapore Power Ltd
South East Community
Development Council
StarHub Ltd

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Cedar Girls' Secondary School Char Yong (Dabu) Association -Youth Group Cherie Hearts Group International Pte Ltd Chestnut Drive Secondary School CHILSt Theresa's Convent Interact Club CHII St Theresa's Convent Chinese Swimming Club Citycare Limited Clear Channel Singapore Pte Ltd Clementi Primary School Coral Primary School Corporation Primary School Crescent Girls' School Curious Minds Childcare Pte Ltd Daiwa Securities SMBC Singapore Ltd Damai Secondary School Defence Science & Technology Agency Dunman High School Eager Beaver Schoolhouse Pte Ltd Elias Park Primary School Ensure Engineering Pte Ltd Eton House International Eton House Pre-School Pte Ltd (Newton) Eton House Pre-School Pte Ltd (Outram) Eton House Pre-School Pte Ltd (Vanda) Eton House Pre-School Pte Ltd (Whitley) Eureka Schoolhouse Pte Ltd

Evergreen Primary School

Farrer Park Primary School Fei Yue Family Service Centre Fernvale Primary School Firmenich Asia Pte Ltd Frasers Centrepoint Limited -Causeway Point Freeflow Productions Pte Ltd Fuchun Secondary School Gan Eng Seng Primary School German European School Association Singapore Grace Child Development Centre Greenridge Primary School Greenview Secondary School Happy Camper Heartyland Infant & Child Care Centre Hewlett-Packard Singapore (Sales) Pte Ltd Hua Yi Secondary School Huamin Primary School Hupsteel Ltd Hwa Chung Institution -"The Silver Lining" (Group participation for Citibank-YMCA Youth for Causes) Instructional Technology Centre SAFTI Military Institute ITE College Central (Bedok) ITE College Central (Yishun) ITE MacPherson College Joyland Child Care & Development Centre Junior Playworld Childcare Jurong Point Realty Limited Jurong Primary School **Juyuan Secondary School** 

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PCF Bukit Gombak Sparkletots Infant Care And Childcare Centre

PCF Cashew Education Centre (Blk 545)

PCF Fengshan Education Centre (Blk 775)

PCF Fengshan Sparkletots Child Care Centre (Blk 76)

PCF Geylang Serai Education Centre (Blk 15)

PCF Hong Kah North Education Centre (Blk 276D)

PCF Hougang Education Centre (Blk 328)

PCF Kampong Glam Education Centre (Blk 2)

PCF Kampong Glam Education Centre (Blk 463)

PCF Kampong Ubi-Kembangan Education Centre (Blk 116)

PCF Kampong Ubi-Kembangan Education Centre (Blk 311)

PCF Kolam Ayer Education Centre (Blk 59)

PCF Kolam Ayer-Kallang Bahru Education Centre (Blk 64)

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- PCF Pioneer Kindergarten
- PCF Punggol East Education Centre (Blk 124A)
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- PCF Woodlands Education Centre (Blk 824)
- PCF Woodlands Education Centre (Blk 853)
- PCF Woodlands Education Centre (Blk 875)
- PCF Woodlands Education Centre (Blk 899B)
- PCF Woodlands Sparkletots Childcare Centre (Blk 677)
- PCF Zhenghua Education Centre (Blk 528)
- PCF Zhenghua Education Centre (Blk 620)
- Peicai Secondary School
- Pentecost Methodist Church Kindergarten
- Pioneer Junior College "Sands of Hope" (Group participation for Citibank-YMCA Youth for Causes)
- Presbyterian High School - "Kogarasumaru" (Group participation for Citibank-YMCA Youth for Causes)
- Raffles Junior College
- Regent Secondary School
- Rieme Hair & Beauty Training Centre Pte Ltd
- Riverside Secondary School
- Sage, The Restaurant
- Sanofi-Aventis Singapore Pte Ltd

#### **Our Supporters**

Saraswathy Kindergarten

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We are unable to acknowledge individually all contributions to SPD in these pages, but we sincerely thank all donors, volunteers, supporters, friends and well-wishers who have given of themselves to make a difference in the lives of our beneficiaries.

Zhonghua Primary School



# A PART OF ALL

"Prior to the opening of SPDo Lompines, I understand that many SPD's clients had no travel a distance to Tsong Bahru to receive rehabilitation services. The opening of SPDo Tampines has beought relief to clients in [the Tampines] region. In addition, SPD's therapists will provide therapy at the homes of residents in the area who cannot make their way to the centre. I applied SPD's efforts in making rehabilitation services so much more accordish to those in need."

- Mr Mail Bow Tar, Ministra for National Development, of the opening of NATIO Tenomes on 10 June 2001

"I congrutulate SPD for building on its efforts to being its volunteer management practican to new levels. Volunteers are an irreduable asset to resource-strapped new-profit organisations (NPOs) and what is the NPO that tenests effort and removes in building a volunteer friendly sulture as SPD has."

> Mhi Biri Chele Kison, Chele Executive Officer of Associal Moureur & Philastricay Center



"This blessed and grateful to be here, as I've leared to be a better person through working with the dedicated people around me. I've experienced a lot of good things here, and it has shanged my life for good... I feel like a new person and that has given me a new lesse of life."

AN Figure Auton former transcrives with the Autonomia Cortic who autoroparts
According to study at the Materialia Cortics Service Services



"Me found SPD to be very open and insorutive in finding ways to help its beneficiarian beyond just monutary contributions. Some of our staff who washed to reductive their time were roped in to do painting and maintenance work at the house of some of SPD's beneficiation. At the end of that week, there was a tremendous series of satisfaction and pride not only for the house owners but abstront staff.

M Burtish, Yan Peagers, John Vertices & Affaire, Citical Menda nong Charge Physical Ph. Ltd.



