

Annual Report 2022

BISHAN HOME FOR THE INTELLECTUALLY DISABLED



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Bishan Home for the Intellectually Disabled

Society Registration No:	2045/2007
Institution of Public Character (IPC) Number:	IPC000210
Charity Registration Number:	T07SS0102D
Unique Entity Number:	T07SS0102D

PROFILE



Bishan Home was declared open by then Deputy Prime Minister Lee Hsien Loong on 25th September 1999 and started operations the following month. The Home is a joint effort between the Ministry of Social and Family Development (MSF) and Bible-Presbyterian Welfare Services.

When Bishan Home first started, the Home was registered under the Bible Presbyterian Welfare Services umbrella. In 2007 the Home was registered as a separate Society and obtained Charity and Institution of Public Character (IPC) status in its own right. Bishan Home is also a member of the National Council of Social Services. From an initial population of slightly over 20 residents, the Home is now near full capacity of 126 residents. In addition to our residential program, the Home also runs a Day Activity Centre (DAC).

The Home introduced its DAC program in 1999 as a social service in response to appeals from desperate parents in the surrounding neighborhood for such a program. Initially, the program did not receive any government funding. It was only in 2005 that the Home applied to National Council of Social Services (NCSS) to fund both the DAC Program and its expansion. Expansion works to the DAC were completed in 2007 and as of 2022 the DAC has 24 clients.

ABOUT US

OUR VISION

To make Bishan Home the Home of choice in providing outstanding holistic and compassionate Christian care in a conducive family environment that is reassuring and encouraging

OUR MISSION

To shower Christian love in a wholesome Christian environment to enable the intellectually disabled residents and Day Activity Centre clients in Bishan Home to receive compassionate Christian care and to lead a quality life to the maximum of their capabilities.

OUR QUALITY STATEMENT

Through continual improvement, Bishan Home strives to provide holistic care and to develop the life skills of our residents and Day Activity Centre clients in order for them to lead meaningful lives.

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CHAIRMAN'S MESSAGE



Getting back to normal

Three years. Three years of living with COVID-19. Three years of masks, lockdowns and testing. When the pandemic broke, there was uncertainty and concerns about how this new virus would affect us, compounded by how fast different variants evolved, from different parts of the world.

When Singapore began its series of lockdown, many were caught by surprise at the scale and extent of the circuit breakers. Normal things such as food or toilet paper, these became commodities that people rushed to grab. Even traveling to buy food or groceries became an exception rather than the norm as the circuit breakers wore on.

In the past three years, norms have changed as well- we've all become accustomed to wearing masks stepping out of our homes. We've learnt how to test ourselves with an ART test kit. Working from home became normal. Restrictions on who we would meet, and where we could go, a once un-thought of scenario, came into effect as Singapore underwent a period of semi-isolation through the various circuit breakers.

Yet, life goes on. With God's grace and mercy, the Home has been able to take all that and so much more in our stride on the road to the "new normal"; resilience, in the face of adversity. It is this resilience that I want to recognise and celebrate, the resilience of not just the staff, but of the residents of Bishan Home in weathering whatever the pandemic brought. I also want to recognise the many volunteers and community partners that continued to support the Home during these tough times.

For the Home, our staff really made the difference in the lives of our residents during those tough times. Indeed, with travel between many countries halted during the first two years of the pandemic, many foreign staff could not return home. And though they were away from their families during this period, even when staff movement were severely curtailed due to the circuit breakers, they never lost their enthusiasm and love for taking care of our residents. I salute their courage and dedication.

The Home was also blessed by many community partners and volunteers. During the pandemic, our community partners and volunteers faced many restrictions in arranging activities for our residents. However, they continued to provide a valuable outlet for our residents whose movements were curtailed by government guidelines. With these restriction now being slowly lifted, we look forward to many fun interactions between them and our residents.

As the new normal beckons, we've already seen the lifting of some restrictions as Singapore moves towards living with the COVID-19 virus. We have learnt many lessons; and are in a better prepared state to meet the challenges of a pandemic. However, the Home will continue to cleave to a stricter standard, not only to protect our residents, but to ensure they are taken care of in the best way possible. Together with our staff, volunteers and community partners, we will strive to make Bishan Home a place where our residents can be the best they can be, and live as independent a life as possible.

We face many challenges ahead. As the residents age and inflation continues to bite into our operational costs, we will have to work hard and smart to ride these times.

Going forward, we are excited with the digitalisation phase of Home, as we look to improve our productivity. We will also scale up other technological offerings in the workplace to improve the lives of our residents.

We look forward to working with our partners, SG Enable and NCSS, to improve our programmes to enhance the quality of the residents' lives. The Home would like to thank our partners for their generous support over the years as we serve our challenged residents and to share this common space meaningfully.

May the Grace and Mercies of God be with us as we journey through another year.

NURSING/CAREGIVING

Admissions and Discharges

- (a) Admission of Residents for the year (ADH): 0
- (b) Admission of Clients for the year (DAC): 0

- (a) Discharges for the year (ADH): 1+1 deceased
- (b) Discharges for the year (DAC): 0

Covid Vaccination

Staff: 100% for the primary dose and 97.26% for the 1st booster dose. Several staff have taken the 2nd booster dose.

Residents: 100% for the primary dose and 93.55% for the 1st booster dose. Another 25% took the 2nd booster dose.

DAC staff: 100% for the primary dose and 1st booster dose.

DAC clients: 91.6% for the primary dose and 1st booster dose.



MOH MVT came in to administer booster Covid-19 vaccines to Residents

NURSING/CAREGIVING

On-going Residents' Activities

(i) Craft Therapy / Social Gifting

Aim of the Craft Therapy is to empower our residents to be “craft-entrepreneur from recipient to giver. 15 selected residents participated in this program whereby they were taught to do some craftwork and displayed online for sale to attract buyers. It received overwhelming response from the public.

(ii) Fingers Play – Puppetry

20 selected residents participated in this program. We aim for residents to improve on social interactive skills, make a puppet, manipulate a puppet.

(iii) Activities of Daily Living (ADL) Skills Training

Clients and Residents go through lessons on hand hygiene. Practise good personal hygiene toileting habits.

During the covid year, clients and residents received individualized coaching from the training officer as social distancing and strict zoning was observed.

(iv) Social Living Skills

Clients and Residents are taught on basic safe management measures, like no hand-shaking, hugging to prevent/reduce any possible transmission of covid-19 virus.



Frequent handwashing is always emphasized and teaching residents how to do daily proper Handwashing is part of the training activity.



Training Officer teaching a DAC client on Personal Hygiene. Use of tissue paper is reinforced followed by washing of hands with soap and water.

NURSING/CAREGIVING



Residents continue to be engaged in a range of activities from table-top tasks coloring, puzzles, computer/iPad educational games, food preparation classes.



Resident individual exercise



Residents' Group Activity to promote bonding



Puppetry class that interests the Residents much

NURSING/CAREGIVING

Residents maintain contact with Next-of-Kin during Covid

Video-calls are arranged for those residents whose families are not convenient to visit during Covid.

Families are encouraged to bring in food items for the Residents when the Home was in “lock-down” mode during active covid clusters.



Staff Training

(i) The Standard First Aid + AED Refresher Training course is on-going to ensure that staff are equipped with the knowledge and confidence to handle any emergency situation. Training was interrupted on few occasions when the Home was not encouraged to do physical training onsite.

(ii) Our in-house staff trainer held orientation sessions with the newly-joined caregivers/nursing aides. Staff Trainer also held training for them, introducing to them the Standard Operating Procedures in Operations.



Direct caregiver and nursing team undergo CPR+AED certification course to equip themselves with the life-saving knowledge

NURSING/CAREGIVING

Staff were encouraged to attend Webinars and online training sessions to upgrade themselves. Webinars on Infection Control Measures, donning of PPE, Environment Cleaning are highly recommended.

Medical Care for Residents

- (i) Telemedicine Clinics with IMH psychiatrists to manage the Residents' behavioural issues and psychotic conditions.
- (ii) Video-consultation with Polyclinic Doctors to manage the Residents' medical conditions.
- (iii) Phone consultation with specialist doctors in the hospitals for Residents with stable medical or neurological conditions.
- (iv) Tele-consultation with GPs at clinics help to reduce exposure of the residents into the community during the peak covid period.
- (v) Tele-consultation with volunteer doctors help the Residents receive early and prompt treatment.

Management of Challenging Behaviours of Residents and Clients

Amongst other behaviour management measures, it is important to create a conducive, calm environment for them. With soothing music, this soothes their nerves and reduce their anxiety level.



A calm environment with background soothing music helps to promote good sleep for the residents

NURSING/CAREGIVING

Fun times and Leisure for the Residents and Clients in the Year



Christmas 2021 where social distancing is to be observed even in zones



The Neighbourhoods are decorated with life-sized inflatable balloon, Christmas trees and Christmas lightings to liven up the Christmas spirit.



Staff dressed up to celebrate CNY and to entertain and cheer up the Residents



SOCIAL WORK

The Covid-19 pandemic has not ended yet and we are still very much ravaged by this ongoing pandemic. It had also compounded pre-existing stressors and brought new forms of challenges to our institutional setup. Until there is an effective vaccine or treatment, everyone remains at risk. We all need to work together to protect ourselves and others.

For the well-being of our residents here, Bishan Home has improvised a few changes of allowing our residents to exercise more freedom while following strict guidelines mandated by the Ministry. As such, visitations are allowed by appointments and residents are allowed to go for home leave subjected to approval on a case-by-case basis. Despite all the negative discourse surrounding this pandemic, we are armed with a new level of preparedness and resilience to face the virus when it comes again.

1) VWOTS Transport Subsidies

The VWO Transport Subsidies aims to benefit PWDs attending our Day Activity Centre. Transport subsidies for 17 DAC clients were processed on a monthly basis.

2) CHAS Cards

CHAS cards help to ease part of the medical expenses incurred with medical follow-up at GPs. To date, a total of 100 CHAS cards (blue and orange) has been successfully processed.

3) Medical Fee Exemption Card (MFEC)

Staff from Social Work Office also assisted families with Medical Fee Exemption Card (MFEC) applications. To date, we have a total of 108 residents with MFEC cards. 17 residents do not meet the criteria of MFEC application.

4) New referrals from SG Enable

SG Enable had clarified that our capacity for residential stands at 126 residents.

Social Work Team administered 5 new referrals for residential placement, out of which 3 were assessed to be suitable for admission. 1 new referral was received for DAC placement, but family decided on residential placement instead.

During this period, there were no discharges cases from residential service and Day Activity service.

SOCIAL WORK

5) Satisfaction Survey

A total of 125 Residential satisfaction survey were sent out to all 125 resident's family. We have received a total of 55 responses. The overall score of the whole survey is 4.33 which is between "Excellent" and "Good" range. Thus, the collated feedback indicated that our caregivers are generally satisfied with our service at BHID.

A total of 24 DAC satisfaction survey were sent out to all 24 DAC client's family. We have received a total of 24 responses. The overall score of the whole survey is 4.00 which is between "Excellent" and "Good" range. Thus, the collated feedback indicated that our caregivers are generally satisfied with our service at BHID.

6) Voice/Video Calls Support with families and volunteers

The Social Work Team attempted to reach out to as many family members/caregivers as possible via phone call/video support. This allowed the family members / caregivers to interact with the residents via video and voice call.

A small group of selected residents are always looking forward to the weekly video calls with the church volunteers too! Though it was just a short 30 minutes video calls, it has definitely brightened the day of our residents.

These video call sessions has certainly provided a much-needed respite for our residents, having being deprived of their interaction with volunteers for more than a year. It also offers our residents a glimpse of their previous pre-COVID 19 schedule whereby interactions with volunteers were so common. We were grateful to be blessed with such passionate and accommodating church volunteers who never failed to show up for the weekly video call sessions. Their spirit of compassion has certainly made a difference to the lives of our residents here at Bishan Home.



From FY21/22, SW staff co-ordinated **231 sessions** of video calls with the church volunteers and family members/caregivers.

COMMUNITY PARTNERSHIP

We are grateful for the strong relationship built with our community partners over the years, from volunteers to donors, from individuals to schools and corporations. It is heart-warming to see volunteers and donors becoming our long-time supporters. They are our key supporting pillars to provide mental and emotional well-being to our residents and DAC clients, enhancing their overall quality of life here.

Despite the outbreak of the Covid-19 pandemic, our pool of individual and corporate donors continue to be very supportive of Bishan Home. They sought alternative ways of supporting us through donating the much-needed face masks, hand sanitizers, and health supplements for our clients and staff.

As we navigate through FY21/22 with COVID-19 continuing to loom and cast shadows over us, our community partners managed to shine even brighter and support us in many ways. Volunteer hairstylists continue to provide regular haircuts for our residents. Ad hoc and regular volunteers continue to interact with our residents virtually and in-person.

With Singapore becoming more COVID-resilient and further easing of community Safe Management Measures (SMM), there is a positive outlook for the upcoming months ahead to spread a wider net in engaging with the community for us to continue to raise awareness and promote inclusivity on people with intellectual disabilities.

I. Virtual volunteering session with Hampton Pre-School (3 ZOOM sessions)

Upon the request of Hampton pre-school, we prepared a PowerPoint slide presentation in educating the young children about people with intellectual disabilities (PWIDs). The PowerPoint slides were specifically tailored to suit their understanding and purposefully deliver the message of practicing empathy towards PWIDs.

Our hearts were heartened to see the efforts contributed by the Hampton pre-school children in coordinating a short dance clip for our Bishan Home residents. The short clip is complimented by a familiar nostalgic song. What a Wonderful World, which further piqued the interest of our residents.

As it was a simple and short clip, our residents were able to keep up with the moves and the rhythm of it. They enthusiastically followed the coordinated movements and sang along with the lyrics gleefully. Beside that, we are also touched to receive these cute heart-warming handmade cards from the children which the residents posed happily with.

COMMUNITY PARTNERSHIP



NB 3 residents enjoying the session



Hampton pre-school children performing the short clip

II. Virtual volunteering session with Fairprice (2 ZOOM sessions)

Date: 3 September 2021

Venue: BHID-Conference Room

Fairprice presented Bishan Home with an opportunity to engage our residents in the meaningful activity of re-using paper bags into tissue holders. Even though due to existing restriction of no physical volunteering could be held, the participating Fairprice staff exhibited much enthusiasm to demonstrate the instructions in clear simple steps with much patience.

Upon completion of the tissue boxes, we can see wide smiles being etched on the faces of our residents as they proudly held up their products to show us their completed work. Throughout the session, our residents were also showered with compliments and encouragement that kept them going. The completed tissue boxes were distributed across Bishan Home where our staff and residents got to enjoy their end products.

Fairprice also sponsored many yummy snacks for our residents which certainly served as a mood booster for our residents. All in all, we are glad to be part of this meaningful yet engaging event. Most importantly, our residents enjoyed this session thoroughly.



COMMUNITY PARTNERSHIP

III. BHID 23rd Anniversary

Date: 28 October 2021

During our BHID 23rd anniversary, our residents harvested saga seeds from our garden and crafted it into a magnetic souvenir as a thanksgiving gift to our volunteers and donors. Residents utilised the saga seeds to form Bishan Home initials as “BH” and decorated the rest of it with different colourful seeds. Our residents were proud of their achievements in successfully completing around 80 pieces of souvenirs, each crafted with their own uniqueness.

The theme of our anniversary T-shirt this year reflect the united spirit of Bishan Home’s staff working together tirelessly in safe-guarding the well-being of our residents from the ongoing Covid-19 pandemic. This theme was complimented by a grey background which is supposedly the representative colour of the year 2021 symbolising resilience, serenity and steadiness.

A festive occasion definitely has to be accompanied with delicious food. Our anniversary lunch this year is being catered by Chili Manis. There were a variety of choices from Peranakan bento set to vegetarian bento set. Due to the ongoing safe distancing measures, we cannot enjoy our meal together. However, our staff’s spirits are lifted up by the delicious bento set with their face brimming with smiles.

This year’s anniversary serve as a reflection on how much our daily operations has changed. The optimism and resilience of our staff certainly serve as a strong pillar in keeping Bishan Home going.



COMMUNITY PARTNERSHIP

IV. Purple Parade 2021

Date: 30 October 2021

THE PURPLE PARADE is a unifying national platform to promote awareness and celebrate abilities of Persons with Disabilities. The core of The Purple Parade movement is to ensure that Person with Disabilities are included in the main chapter of Singapore's growth and have equal access to education, employment, transport and social networks.

We were glad and honoured to be part of the meaningful movement in 2021 once again. Due to COVID-19, The Purple Parade Concert 2021 were held online and our residents could enjoy the concert in Bishan Home. During this day, all our residents and staff were in all shades of purple.

Our resident Steve participated in the Purple Parade by doing up a lovely painting to support this event. Some of our residents also got themselves involved by folding purple hearts, and a short video to support Purple Parade too.



V. Christmas Virtual Volunteering

Date: 13, 14, 15 & 16 December 2021

Venue: BHID-Conference Room

Christmas 2021 had been brightened by a team of dedicated volunteers who had painstakingly made much efforts to ensure that our residents were engaged in a 4-days virtual volunteer sessions.

COMMUNITY PARTNERSHIP

Key volunteer Pamela and her group of volunteers made small modification to the games based on the capabilities of our residents. Each session was being divided into 5 segments: guess-the-picture, bingo, pass the presents, Christmas songs appreciation and snowman craft making.

All activities were well-planned and it was visible that the residents' capabilities were taken into consideration. Though the activities were carried out via Zoom, the volunteers expressed much enthusiasm through their interaction with the residents.

The residents enjoyed and appreciated the different activities being carried out. These sessions had certainly uplifted the mood of our residents with all of them smiling happily when the session ended.



VI. Collaboration with Zion Bishan BP Church

- Monthly Birthday Celebrations for caregiving staff
- Buddy Video Call Session – 5 residents
- Catered meals for residents
- Catered meals for caregiving staff

We are thankful to Pastor Alby for initiating this collaboration with the various church AG groups. In general, whenever there are food sponsors, usually donors would prefer to sponsor for our residents only. As such, Pastor Alby would explore with his various AG groups to sponsor special food for our caregiving staff to boost their morale. It is certainly not an easy task to look after the well-being of our residents with special needs.

COMMUNITY PARTNERSHIP

On Christmas eve 2021, Pastor Alby and his group of volunteers conducted a Concert-By-The-Fence, a musical session for our residents “over-the-fence” literally! Given the current covid restrictions, volunteers are not allowed to enter Bishan Home premise. With this special arrangement, safety measures were adhered to, and most importantly, residents get to immerse themselves with Christmas mood!



On Christmas Day 2021, all our residents and staff were treated to festive bento boxes from the generous sponsors from AG28 of Zion Bishan BP Church. The unwavering support from the various AG groups certainly motivated all of us to continue with the work we do.



VII. Virtual Volunteering Session with NUS CSC

Date: 8 Jan 2022

Venue: BHID-Conference Room

National University of Singapore Community Service Club (NUS CSC) is a student-led organization from NUS with numerous projects and programmes to allow NUS undergraduates to volunteer and serve the community. CSC Day, in particular, is an annual event organized by NUS CSC that aims to bring together 3 different sectors of beneficiaries (elderly, children/youth and PWID) through fun activities.

COMMUNITY PARTNERSHIP

Through this special online event, some of our residents got to enjoy interacting with volunteers from NUS CSC through simple ice-breaking activity, “Bunny” making and guessing games. During the Combined-Sector segment, our residents got a chance to interact with an elderly from some other organization too.

As part of the collaboration, gifts were exchanged with other organizations, and we were also blessed with many goodies bags from NUS CSC. We were all very touched and thankful to be part of this meaningful collaboration once again in 2022.



VIII. Food Sponsorship

During this period of time with certain ongoing restrictions, food sponsorship has definitely played an essential role in alleviating the mental fatigue and uplifting the mood of our staff and residents here.

It is heartening to see that past volunteers and sponsors continue to support Bishan Home via food sponsorship. There is also a significant increase in number of food sponsorship from the awareness raised through social media and through word of mouth.

For FY21/22, we have a total of **141 food sponsorship**. Food sponsorships included bento boxes, burgers, noodles, cakes and even salmon rice bowls.



DONORS

Individual	
No.	Name
1	Abigail Low Xiu Jun
2	Andy Kwek
3	Bharat Tumuluru
4	Chan Wai Fen
5	Chew Kean Lim
6	Gayal Karunasena
7	Goh Tock Yong
8	Goh Yu Fan
9	Jayne B. Ciencia
10	Koh Meng Keong
11	Kuo Porhatai Changyawa
12	Kwek Wei Lun, Calvin
13	Kwek Zhi An
14	Kwon Jeoung-A
15	Lee Tiow Yong
16	Lim Hong Wei
17	Lim Kee Sian
18	Lim Wei Chong
19	Lin Kim Gek
20	Lin Simin
21	Loo Kuen Feng
22	Low Gek Kim
23	Ma Jiaying
24	Mahendran s/o Minisamy
25	Marshall Lee Ye
26	Mirabel Renato Lopez
27	Neo Chew Por
28	Ng Poh Hwee
29	Pearline Lim
30	Peck Wei Lin
31	Sng Han Heng
32	Soh Chee King
33	Suresh H Punjabi
34	Toh Eng Tiah
35	Zhang Aidong

Organisation	
No.	Name
1	Rhapsody Concept Pte Ltd
2	The Lian Family
3	Tong Seng Produce Pte Ltd

GOVERNANCE DISCLOSURE

Governance

Bishan Home for the Intellectually Disabled is governed by a committee, whose members are elected according to the Society's constitution. None of the Board members held staff appointments.

Board Committees and Meetings

Date of Board meetings from April 2021 to Mar 2022

- 08 April 2021
- 23 September 2021
- 23 March 2022

S/No	Name	Position	No of Meetings	No of Meetings attended
1	Mr Lau Wah Ming	Honorary Chairman	3	3
2	Ms Angelina Chua Siang Kee	Honorary Vice Chairman	3	3
3	Mr Loh Mun Fei	Honorary Secretary	3	3
4	Mr Poh Lye Heng	Honorary Treasurer	3	3
5	Mr Foo Say Chiang	Honorary Assistant Treasurer	3	3
6	Dr Yang Sik Horng	Honorary Director	3	3
7	Mr Sunil Gladson Peter	Honorary Director	3	3
8	Dr Goh Boon Cher	Honorary Director	3	1
9	Dr Kok Moo Ling	Honorary Director	3	1
10	Rev Dr Alby Yip (from 23 Sep 2021)	Honorary Director	3	2

Conflict of Interest

All Board Members and Staff Members of Bishan Home are required to read and understand the Conflict of Interest Policy set by the Home, and are to acknowledge that they understood the policy, and that he/she will fully disclose to the Board any relationships, interests, or holdings that may result in a potential conflict of interest.

If a situation where a conflict of interest arises between the Home and himself/herself, the Board or Staff member with the conflict of interest is required to make a disclosure. He/she will be excluded from any discussion or decision making pertaining to this matter.

Disclosure and Transparency

All board members receive no remuneration for their services as their appointment are honorary.

In addition, there is no paid staff who are close members of the family of the Executive Head or Board members who receive more than S\$50,000 during the year.

GOVERNANCE DISCLOSURE

Governance Evaluation Checklist (Enhanced Tier)

Code Compliance for the period from 1 April 2021 to 31 March 2022

S/No	Code Guideline	Code ID	Response	Explanation
Board Governance				
1	Induction and orientation are provided to incoming Board members on joining the Board.	1.1.2	Complied	
	Are there Board members holding staff* appointments?		No	
2	Staff* does not chair the Board and does not comprise more than one-third of the Board.	1.1.3	-	
3	There are written job descriptions for their executive functions and operational duties which are distinct from their Board roles.	1.15	-	
4	There is a maximum limit of four consecutive years for the Treasurer position (or equivalent, e.g. Finance Committee Chairman or person on Board responsible for overseeing the finances of the charity). Should the charity not have an appointed Board member, It will be taken that the Chairman oversees the finances.	1.1.7	Complied	
5	All Board members submit themselves for re-nomination and re-appointment, at least once every three years.	1.1.8	Complied	
6	The Board conducts self-evaluation to assess its performance and effectiveness once during its term of every 3 years, whichever is shorter.	1.1.12	Complied	
	Are there Board member(s) who have served for more than 10 consecutive years?		Yes	
7	The charity discloses in its annual report the reasons for retaining Board member(s) who has served for more than 10 consecutive years.	1.1.13	Not Complied	We are still in the process of looking for candidates to replace those who have served more than 10 years. Due to Covid, in person meetings has been a challenge. We are hopeful that we can progress on this issue next financial year.
8	There are documented terms of reference for the Board and each of its Board committees.	1.2.1	Complied	
Conflict of Interest				
9	There are documented procedures for Board members and staff to declare actual or potential conflicts of interest to the Board.	2.1	Complied	
10	Board members do not vote or participate in decision-making on matters where they have a conflict of interest.	2.4	Complied	
Strategic Planning				
11	The Board periodically reviews and approves the strategic plan for the charity to ensure that the activities are in line with its objectives.	3.2.2	Complied	

GOVERNANCE DISCLOSURE

Human Resources and Volunteer* Management

12	The Board approves documented human resources policies for staff.	5.1	Complied	
13	There is a documented Code of Conduct for Board members, staff* and volunteers* (where applicable) which is approved by the Board	5.3	Complied	
14	There are processes for regular supervision, appraisal and professional development of staff*	5.5	Complied	
	Are there volunteers* serving in the charity?		Yes	
15	There are volunteers* management policies in place for volunteers*.	5.7	Complied	

Financial Management and Internal Controls

16	There is a documented policy to seek Board's approval for any loans, donations, grants or financial assistance provided by the charity which are not part of its core charitable programmes.	6.1.1	Complied	
17	The Board ensures internal controls for financial matters in key areas are in place with documented procedures.	6.1.2	Complied	
18	The Board ensures reviews on the charity's internal controls, processes, key programmes and events are regularly conducted.	6.1.3	Complied	
19	The Board ensures that there is a process to identify, regularly monitor and review the charity's key risks.	6.1.4	Complied	
20	The Board approves an annual budget for the charity's plans and regularly monitors its expenditure.	6.2.1	Complied	
	Does the charity invest its reserves, including fixed deposits?		Yes	
21	The charity has a documented investment policy approved by the Board.	6.4.3	Complied	

Fundraising Practices

	Did the charity receive cash donations (solicited or unsolicited) during the year?		Yes	
22	All collections received (solicited or unsolicited) are properly accounted for and promptly deposited by the charity.	7.2.2	Complied	
	Did the charity receive donations-in-kind during the year?		Yes	
23	All donations-in-kind received are properly recorded and accounted for by the charity	7.2.3	Complied	

GOVERNANCE DISCLOSURE

Disclosure and Transparency

24	The charity discloses in its annual report: i. Number of Board meetings in the year; and ii. individual Board member's attendance.	8.2	Complied	
	Are Board members remunerated for their Board services?		No	
25	No Board member is involved in setting his or her own remuneration.	2.2	-	
26	The charity discloses the exact remuneration and benefits received by each Board member in its annual report. OR The charity discloses that no Board members are remunerated	8.3	-	
	Does the charity employ paid staff?		Yes	
27	No staff is involved in setting his or her own remuneration.	2.2	Complied	
28	The charity discloses in its annual report: (i) the total annual remuneration (including any remuneration received in its subsidiaries), for each its three highest paid staff*, who each receives remuneration exceeding \$100,000, in bands of \$100,000; and (ii) if any of the 3 highest paid staff* also serves on the Board of the charity. The information relating to the remuneration of the staff must be presented in bands of \$100,000. OR The charity discloses that none of its staff* receives more than \$100,000 in annual remuneration each	8.5	Complied	
29	The charity discloses the number of paid staff* who are close members of the family* of the Executive Head or Board Members, who each receives remuneration exceeding \$50,000 during the year, in bands of \$100,000. Or The charity discloses that there is no paid staff* who are closed members of the family*or the Executive Head or Board Member, who receives more than \$50,000 during the year.	8.5	Complied	
Public Image				
30	The charity has a documented communication policy on the release of information about the charity and its activities across all media platforms.	9.2	Complied	