

Annual Report
2018/19



Decibels
defining growth
incredible **stories**



太和观 THK

THYE HUA KWAN MORAL CHARITIES

Decibels

defining growth
incredible **stories**

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ABOUT US

MOTTO

To Serve Mankind

MISSION

We help anyone who needs help with full respect to his or her race, colour, creed, language, culture and religion.

TO PROMOTE

- o Love and care for each other, irrespective of any differences;
- o Respect for each other's race, colour, creed, language, culture and religion;
- o The universal virtues of filial piety, brotherliness, loyalty, trustworthiness, propriety, righteousness, incorruptibility, decency, humanity and wisdom;
- o The Oneness of mankind;
- o The transcending of all differences.



OVERVIEW OF CHARITY

Thye Hua Kwan Moral Charities Limited was registered as a charity under the Charities Act (Chapter 37) since 13/10/2011 and has been accorded IPC (Institution of a Public Character) status from 18/11/2011

Unique Registration Number (UEN): 201130733N

Banker: Oversea-Chinese Banking Corporation Limited

Registered Address: Thye Hua Kwan Moral Charities Limited
1 North Bridge Road
#03-33
High Street Centre
Singapore 179094

Auditor:
KPMG LLP

CHAIRMAN'S MESSAGE

TUNING IN TO THE HEARTBEAT OF OUR NATION

Since our incorporation in October 2011, Thye Hua Kwan Moral Charities (THKMC) has grown rapidly to expand our programmes and services to meet the needs of the community.

THKMC runs about 60 programmes and services for the elderly, families, children, youth and persons with disabilities. We ensure that help remains accessible and affordable so that people in the community, young and old, abled or disabled, rich or poor can receive the support and resources they need to cope with the demands of living.

PROGRAMMES AND INITIATIVES

In April 2018, the THK Home for Disabled @ Sembawang started its operations to provide residential care for adults with intellectual disabilities. The Home can serve up to 180 residents and is equipped with a multitude of facilities and programmes designed to keep the residents healthy, active and meaningfully engaged. Our long-term goal is to have the Home's residents contribute back to society if possible, and to reintegrate with their families and the community.

The beneficiaries from THK Home for Disabled @ Eunus were instrumental to the birth of a new campaign known as the "Craft of Hope". The Craft of Hope initiative was launched by Mr Patrick Tay, Member of Parliament for West Coast GRC on 27 Oct 2018. The campaign aimed to showcase the talents of our residents who have been participating in the pottery programme.

These pottery pieces were displayed on mobile art walls placed at various shopping malls, office buildings and educational institutions. Members of the public are encouraged to make a purchase to pledge support for persons with disabilities.

This journey of empowerment would not have been possible without the support from community partners, businesses, donors and individuals. We are thankful to everyone of you who took a step with us to create this incredible story of turning dreams into reality by enabling persons with disabilities to pursue their passions. Just like the pottery pieces that are one of a kind, each of our artisan is unique with their own strengths despite their physical or intellectual challenges.

THK EIPIC Centres was one of the 3 Early Intervention partners who worked with the Ministry of Social and Family Development to pilot a continuum of Early Intervention services. 2 new programmes known as EIPIC under 2s and Development Support-Plus (DS Plus) were announced in January 2019 to better support children with developmental needs. THK EIPIC Centres will continue to work closely with the stakeholders to share practices and experiences



with other early intervention agencies for the eventual roll-out of the programmes.

To cater to the growing needs of an ageing population, Thye Hua Kwan Moral Charities also launched two new Seniors Activity Centres in Fengshan. These two centres serve 300 more seniors, on top of the other 15 THK Seniors Activity Centres located islandwide.

The work of the 5 THK Family Service Centres and THK Centres for Family Harmony was also consolidated under THK Family Services Division. The inaugural THK Family Services Practice Forum was held in March 2019. The forum was organised for staff and stakeholders to better understand the spectrum of roles and services, as well as to discuss and share their best practices. THK Family Services Division also launched the THK Family Connectors Programme to engage family members in various activities to foster familial bonds and relationships.

LEADERSHIP AND GOVERNANCE

To improve organisational effectiveness, THKMC welcomed several new board members onboard, namely Mr Koh Poh Kwang, Mr Ang Seong Kang Samuel, Mr Shawn Ching Wei Hung and Mr Ramasamy Dhinakaran. We look forward to their valuable contributions that will help to enhance strategic planning as we look towards the future.

CARING FOR THE COMMUNITY

Thye Hua Kwan Moral Charities continues to care for our employees by supporting their needs for learning and development. THinK Institute helps to build the capabilities of our workforce by offering a wide spectrum of training programmes to upskill our staff.

We also announced a series of enhanced benefits for our staff including a more flexible training bond structure and added leave entitlement. We hope to continue to empower our staff as they strive to impact the lives of our beneficiaries.

We thank our stakeholders and supporters for the tremendous support in enabling us to deliver quality care. Let us continue to work together for the greater good of our community and for our nation.



Lee Kim Siang

Chairman
Thye Hua Kwan Moral Charities



LEADERSHIP

COUNCIL TERM

S/N	Name	Current Charity Board Appointment	Occupation	Past Charity Board Appointments
1	Mr Lee Kim Siang	Chairman	Chairman Thye Hua Kwan Moral Society	Chairman (wef 13 Oct 2011)
2	Mr Zulkifli Bin Baharudin	Vice-Chairman (wef 1 June 2019)	Executive Chairman ITL Corporation	Member wef 11 Nov 2011 Treasurer (wef 1 Aug 2015)
3	Mr Eu Yee Ming Richard	Secretary (wef 1 June 2019)	Group Chairman Eu Yan Sang International Ltd	Member (wef 1 April 2013)
4	Mr Koh Juay Meng	Treasurer (wef 1 June 2019)	President RSVP Singapore	Member (wef 14 Aug 2018)
5	Mr Ching Chiat Kwong	Member	Executive Chairman Oxley Holdings Ltd	Member (wef 14 Aug 2018)
6	Mr Chang Long Jong	Member	Group Chief Executive Officer mm2 Asia Ltd	Member (wef 1 Oct 2017)
7	Mr Chang Meng Teng	Member	Retired	Member (wef 14 Aug 2018) (retired 16 Aug 2019)
8	Ms Cheah Sheau Lan	Member	Retired	Member (wef 1 April 2013)
9	Mr Goh Tok Mong	Member	Retired	Member (wef 13 Oct 2011)
10	Mr James Koh Cher Siang	Member	Retired	Member (wef 10 Nov 2011)
11	Mr Ng Kok Kiang Lawrence	Member	CEO Thye Hua Kwan Moral Society	Member (wef 1 April 2016)
12	Mr Ong Ser Huan	Member	Chairman Enkon Consulting Engineers Pte Ltd	Member (wef 1 Jun 2017)
13	Mr Koh Poh Kwang	Member	Retired	Member (wef 27 Sep 2018)
14	Mr Ang Seong Kang Samuel	Member	Chairman Neubits Pte Ltd Radium Investments Pte Ltd	Member (wef 31 Mar 2019)
15	Mr Shawn Ching Wei Hung	Alternate Member to Ching Chiat Kwong	Executive Director & Group General Manager Oxley Holdings Ltd	Alternate Member to Ching Chiat Kwong (wef 1 Nov 2018)
16	Mr Ramasamy Dhinakaran	Member	Managing Director Jay Gee Enterprises (Pte) Ltd	Member (wef 10 July 2019)



RELATED ENTITIES LISTING AND GOVERNING BOARD MEMBERS

As of FY 2018 / 2019

S/N	Name	Thye Hua Kwan Moral Charities	Related Entities		
			Thye Hua Kwan Moral Society	Thye Hua Kwan Nursing Home	Ang Mo Kio - Thye Hua Kwan Hospital
1	Mr Lee Kim Siang	Chairman	Chairman	Member	Chairman
2	Mr Zulkifli Bin Baharudin	Treasurer	-	Member	Hon. Treasurer (until 1 Apr 2019)
3	Mr Eu Yee Ming Richard	Member	-	Chairman	Member
4	Mr Koh Juay Meng	Member	-	-	Member (wef 1 June 2019)
5	Mr Ching Chiat Kwong	Member	Vice-Chairman	Vice-Chairman	Member
6	Mr Chang Long Jong	Member	-	Member	-
7	Mr Chang Meng Teng	Member	Vice-Chairman	-	Vice-Chairman (retired 1 June 2019)
8	Ms Cheah Sheau Lan	Member	-	Member	-
9	Mr Goh Tok Mong	Member	Vice-Chairman	Member	-
10	Mr James Koh Cher Siang	Member	-	-	-
11	Mr Ng Kok Kiang Lawrence	Member	CEO	-	-
12	Mr Ong Ser Huan	Member	Vice-Chairman	Member	Member
13	Mr Koh Poh Kwang	Member	-	-	-
14	Mr Ang Seong Kang Samuel	Member	-	-	Member (wef 1 June 2019)
15	Mr Shawn Ching Wei Hung	Alternate Member	-	-	-
16	Mr Ramasamy Dhinakaran	Member	-	-	-

LEADERSHIP

Mr Koh Poh Kwang
Member
(wef 27 September 2018)



Mr Goh Tok Mong
Member



Mr Zulkifli Bin Baharudin
Vice-Chairman
(wef 1 June 2019)



Mr Ng Kok Kiang
Lawrence
Member



Mr Lee Kim Siang
Chairman



Mr Ramasamy Dhinakaran
Member
(wef 10 July 2019)



Mr Chang Meng Teng
Member
(wef 14 August 2018)
(retired 16 April 2019)



Mr Ong Ser Huan
Member



Mr Eu Yee Ming Richard
Secretary
(wef 1 June 2019)



Mr Ching Chiat Kwong
Member
(wef 14 August 2018)



Mr Chang Long Jong
Member



Mr James Koh Cher Siang
Member



Mr Shawn Ching Wei Hung
Alternate Member to
Mr Ching Chiat Kwong
(wef 1 November 2018)



Mr Koh Juay Meng
Treasurer
(wef 1 June 2019)



Ms Cheah Sheau Lan
Member



Mr Ang Seong Kang Samuel
Member
(wef 31 March 2019)



COMMITTEE MEMBERS

PROGRAMMES & SERVICES COMMITTEE

Chairman	Mr James Koh Cher Siang
Member	Ms Cheah Sheau Lan
Member	Mr Eu Yee Ming Richard
Member	Mr Lee Kim Siang
Member	Mr Lawrence Ng (wef 19 Nov 2018)

NOMINATION COMMITTEE

Chairman	Mr Lee Kim Siang
Member	Mr Goh Tok Mong
Member	Mr Lawrence Ng (wef 01 Jun 2019)

HUMAN RESOURCE COMMITTEE

Chairman	Mr Chang Long Jong (wef 24 May 18)
Member	Mr David Ang
Member	Mr Goh Tok Mong
Member	Mr Ang Seong Kang Samuel (wef 12 April 2019)

FUNDRAISING COMMITTEE

Chairman	Mr Zulkifli Bin Baharudin
Member	Mr Bruno Lopez
Member	Mr Dennis Ang
Member	Mr Lee Kim Siang

EXCO COMMITTEE

Chairman	Mr Lee Kim Siang
Member	Mr Goh Tok Mong
Member	Mr James Koh Cher Siang



AUDIT COMMITTEE**Chairman** Mr Eu Yee Ming Richard**Member** Mr Chang Meng Teng**Member** Mr Lee Kim Siang**FINANCE COMMITTEE****Chairman** Mr Lee Kim Siang**Member** Ms Cheah Sheau Lan**Member** Mr Zulkifli Bin Baharudin**Member** Mr Koh Juay Meng
(wef 01 Jun 2019)**INVESTMENT COMMITTEE****Chairman** Mr Phillip Tan Eng Seong**Member** Ms Cheah Sheau Lan**Member** Mr Lee Kim Siang**TENDER AWARD COMMITTEE****Chairman** Ms Cheah Sheau Lan**Member** Mr Goh Tok Mong**Member** Mr Lee Kim Siang**TECHNOLOGY COMMITTEE****Chairman** Mr Ang Seong Kang Samuel
(wef 01 Apr 2018)**Member** Mr Bruno Lopez
(wef 01 Apr 2018)**Member** Mr Dennis Ang
(wef 01 Apr 2018)**Member** Mr Koh Juay Meng
(wef 01 Jun 2018)

CORPORATE PROFILE

ORGANISATION CHART

OPERATING DIVISIONS

Mr Jason Lee
Chief Operating Officer



SHARED SERVICES



ADMIN & OPS / PROJECTS

Mr Teo Choon Chuan
Divisional Director



ACCOUNTS

Mr Ong Kam Chow
Divisional Director



HUMAN RESOURCE /
THINK INSTITUTE

Mr Jason Lee
Divisional Director



HIGHLIGHTS OF THE YEAR

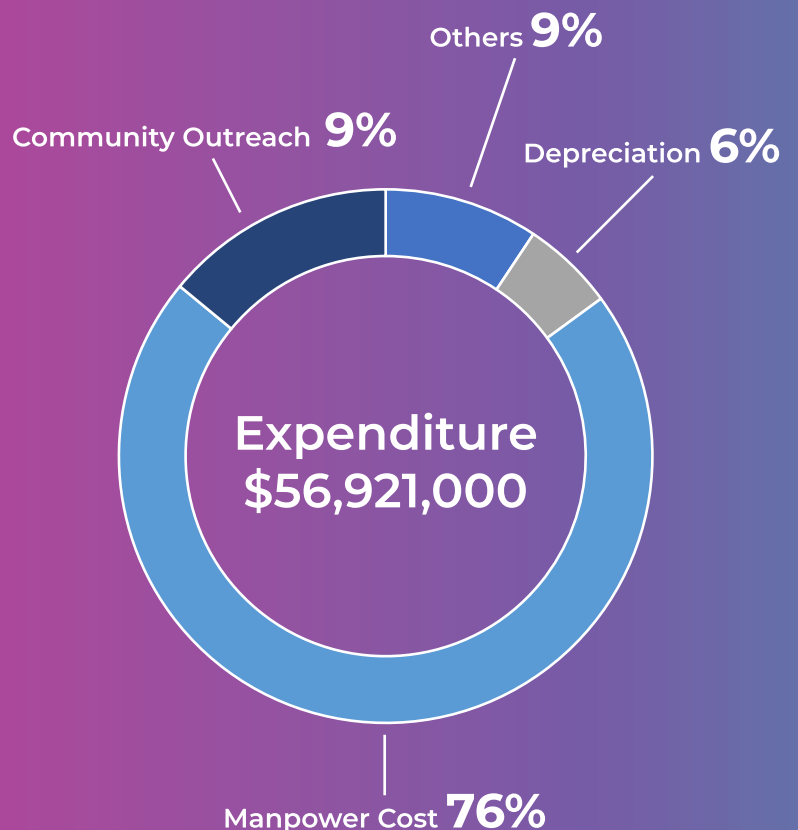
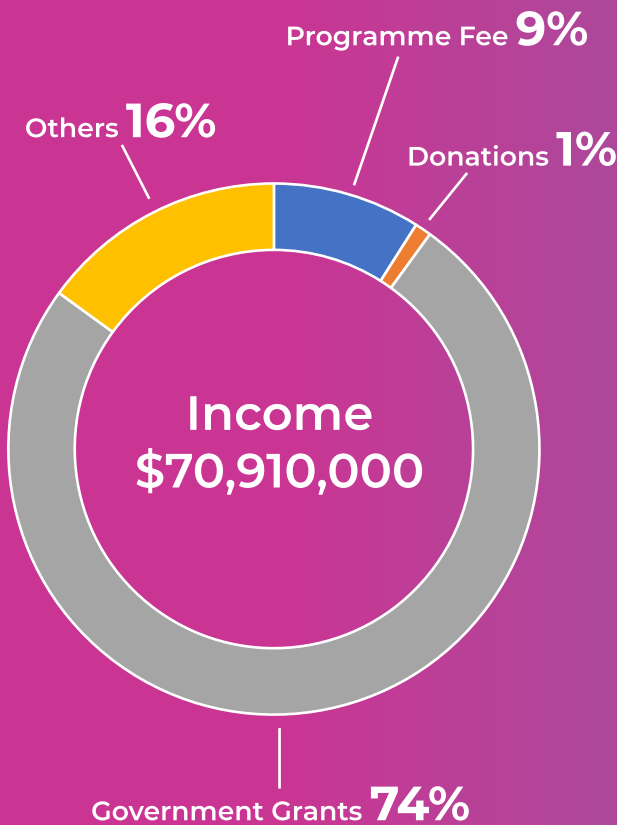
SUMMARY FINANCIAL PERFORMANCE

Total income: \$70,910,751
Total Expenditure: \$56,921,498

Expenses increased by \$4,774,000 due to higher staff costs and increased charitable activities.

MAJOR FINANCIAL TRANSACTIONS:

Investment in Bonds & Fixed Income funds



YEAR AT A GLANCE

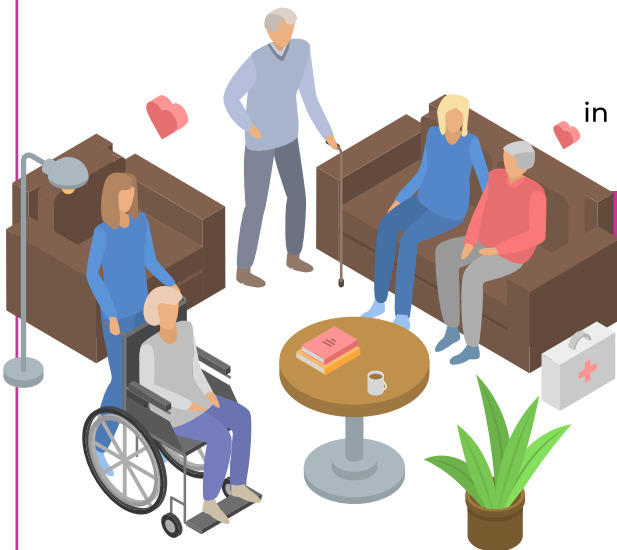
THK HOME HELP & HOME CARE SERVICES

THK Home Help Service East & West served **1,790 clients** on the Meals on Wheels programme, which prepares and dispatches meals for the needy elderly and disabled on a daily basis.

THK Home Care Services,
served

2,620 clients

in Interim Caregiver Services, Home Personal Care and Home Health Services.



THK ELDERLY SERVICES

17 THK Seniors Activity Centres
served

7,503 clients

THK Community Befriending Programme

in 7 locations reached out to

733 elderly

4 THK Cluster Support and 3 THK CREST
teams reached out to

1,240 elderly

THK Care From your Community
supported

1,912 elderly

THK Social Services, THK Seniors Services @ Taman Jurong and THK Young at Heart served

4,112 elderly

to help them age gracefully.

Decibels
defining growth
incredible stories



YEAR AT A GLANCE

THK FAMILY SERVICES

THK Centre for Family Harmony @ Commonwealth served **2,560 clients** in areas such as Supervised Visitations, Supervised Exchange Programmes and support programmes for families affected by divorce.

5 THK Family Service Centres reached out to **7,388 members** of the community for casework and counselling, groupwork and community work.

THK Centre for Family Harmony @ Circuit served **356 clients** in areas such as problem gambling and the Mandatory Counselling Programme.



THK EIPIC CENTRES

4 THK EIPIC Centres served **882 children** with developmental needs.

THK Development Support – Learning Support Programme benefitted **202 children** with developmental needs who received early intervention support from therapists in main stream pre-schools, alongside their pre-school teachers.



THK HOMES FOR DISABLED

THK Home for Disabled @ Eunos
cared for

126 persons

with disabilities.

**THK Home for Disabled @ Chai Chee
and Day Activity Centre**
served a combined

179 persons

with disabilities.

THK Home for Disabled @ Sembawang
provided social care support and recreational
services for

174 persons

with disabilities.

THK Autism Centre @ Geylang Bahru
reached out to

90 persons

with autism.



THK THERAPY SERVICES

THK Therapy Hub

served about

4,260 clients

by providing speech and language
therapy, occupational therapy as well
as physiotherapy in the community.

**THK Adult Rehabilitation
Programme**

served

572 clients

receiving their services, which
include centre rehabilitation, home-
based rehabilitation.

THK Pan-Disability Centre @ Eunos
served

75 clients

through sheltered workshop services
and pre-vocational training.



CARING FOR OUR SENIORS

PROGRAMMES AND SERVICES FOR THE ELDERLY

At 67 years old, Christina stays an active and contributing member of society.

She visits THK Young At Heart 3 times a week and teaches other elderly beneficiaries handicraft, cooking and baking. She also helped to choreograph performances for seniors to showcase their talents at annual events like Chinese New Year and National Day dinners. She enjoys befriending needy seniors under the THK Cluster Support CAN Carer programme.

"It is a meaningful experience as the elderly look forward to my visits each time – and I feel happy visiting them. Volunteering and participating in THK Young At Heart has widened my social circle and I have made friends with the elderly and their families."

Mdm Christina Chan Lai Wah,
THK Young At Heart



Mdm Christian Chan (left) with a THK staff at THK Young At Heart

CARING FOR OUR SENIORS

PROGRAMMES AND SERVICES FOR THE ELDERLY



A senior from THK Seniors Activity Centre @ Henderson (Satellite 93) participating in art activities

THK SENIORS ACTIVITY CENTRES (SACs)

integrate the low-income elderly (aged 60 years and above) into mainstream community living. Besides social and recreational activities, seniors can look forward to wellness programmes such as basic health checks and safety talks. The centres also work with various community partners such as hospitals and Community Development Councils to conduct regular programmes such as Share A Pot and Community Nursing Posts. The Seniors Activity Centres also manage emergency alert response calls, offering befriending services for the elderly.





Four of THK's Seniors Activity Centres also run the Drop-In Disability Programme (DDP), which provides a wide range of activities for adults with disabilities. The programme allows persons with disabilities to practise Activities of Daily Living and socially integrate with members of the community. The programme also serves as a form of short-term respite for the caregivers.

Seniors from THK Bedok Radiance Seniors Activity Centre keeping active through Zumba Gold classes that are specially tailored for seniors

CARING FOR OUR SENIORS

PROGRAMMES AND SERVICES FOR THE ELDERLY



A case worker from THK Cluster Support @ Bedok conducting a home visit with an elderly

THK CLUSTER SUPPORT

provides social support and intervention for vulnerable seniors with little to no family support. It provides case management, monitoring, and counselling services for seniors and helps in coordinating appropriate services to meet their care needs.

The programme also oversees the training and deployment of volunteers who conduct home visits to monitor the well-being of frail and vulnerable seniors who are socially isolated.

THK Cluster Support also runs the THK CARING ASSISTANCE FROM NEIGHBOURS (CAN) programme which involves the dispatching of volunteers to aid ambulant seniors. The volunteers, known as the CAN Carers, conduct regular home visits to these elderly. Such close monitoring helps to ensure the seniors' overall well-being, and helps to identify signs of self-neglect or health deterioration to ensure timely intervention.



A THK staff from THK CREST @ Chong Pang conducting a talk on dementia awareness

THK COMMUNITY RESOURCE, ENGAGEMENT AND SUPPORT TEAMS (CREST)

serves as a network of support for elderly who are at risk or currently suffering from mental conditions such as depression and dementia. The programme also reaches out to caregivers to provide basic emotional support. THK CREST also network and engage community partners to promote mental health awareness so that the general public can help to identify signs and symptoms of dementia and depression.

CARING FOR OUR SENIORS

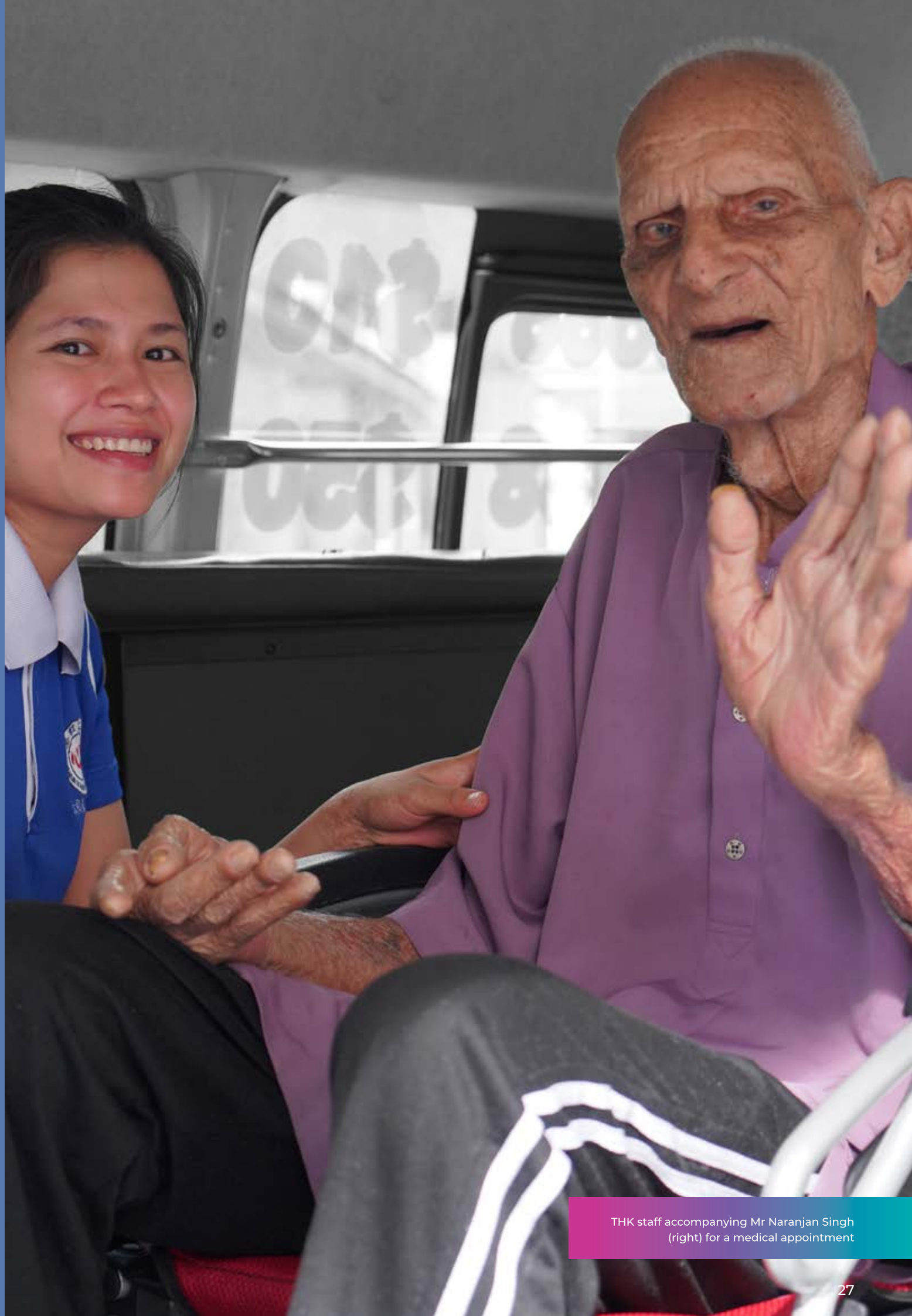
PROGRAMMES AND SERVICES FOR THE ELDERLY

Mr Naranjan Singh S/O Sha Singh, is a 92 year old Sikh male.

Due to his advanced age and medical conditions, he has mobility difficulties and relies heavily on his walking stick. He is unable to prepare his own meals and receives assistance from THK Home Help Services and receives 2 meals a day delivered to the doorstep under the Meals on Wheels (MOW) programme.

“I have difficulties swallowing as it hurts sometimes, I am glad that the food is prepared according to my needs to ensure that I have the proper nutrition at home.”

**Mr Naranjan Singh S/O Sha Singh,
THK Home Help Services**



THK staff accompanying Mr Naranjan Singh (right) for a medical appointment

CARING FOR OUR SENIORS

PROGRAMMES AND SERVICES FOR THE ELDERLY



Nutritious hot meals are delivered to the client home daily

THK HOME HELP SERVICES

run the Meals on Wheels (MOW) and Medical Escort & Transport (MET) services for seniors. Meals on Wheels delivers meals for the elderly and disabled. Medical Escort & Transport (MET) provides medical escorts who accompany the elderly for medical appointments and follow-up visits.

THK HOME CARE SERVICES

provide an extensive range of quality home-based care services to the elderly and adults with disabilities. The services comprise the Home Personal Care Services (HPC), Interim Caregiver Services (ICS), and Home Health Services (HH).





A staff from THK Home Care Services checking the blood pressure for a client

- Home Personal Care Services (HPC) offer assistance in medication care, personal hygiene care, mind stimulation activities and simple prescribed exercises. The service also provides elder-sitting and caregiver respite, as well as running simple errands.
- Interim Caregiver Services (ICS) reach out to patients pending discharge from Restructured or Community Hospitals, while long-term care arrangements are being made. The service offers assistance in monitoring of vital signs, personal hygiene, cognitive and physical activities.
- Home Health Services (HH) provide the elderly with home medical or home nursing services. These services promote health education and help patients manage chronic illnesses to prevent repeated hospitalisation, caregiver stress, and delay admission to healthcare institutions.

CARING FOR OUR SENIORS

PROGRAMMES AND SERVICES FOR THE ELDERLY

Mdm Ang Swee Hwa is 70 years old, is single and lives with her elder sister. She is wheelchair bound and suffers from Parkinsonism. Her sister, who has osteoporosis, kyphosis and chronic back pain, is her main caregiver.

Due to their medical conditions, both sisters have difficulties reaching out to the community and have little opportunities to make friends. To prevent social isolation, the sisters enrolled into the THK Community Befriending Programme (CBP) in 2018.

Mdm Goh Siok Hwa, aged 54 is a working adult. She served as a befriender for the THK Community Befriending Programme since 2018. She visits the Swee Hwa and her sister twice a month to chat with them to find out about their psycho-social needs and to provide support.

“I am thankful to THK Community Befriending Programme for providing me with a listening ear and a helping hand. I know that I can count on others when I need help.”

**Mdm Ang Swee Hua,
THK Community Befriending Programme
(Ang Mo Kio)**



Mdm Ang Bee Hua (back) accompanying her sister Mdm Ang Swee Hua outdoors

CARING FOR OUR SENIORS PROGRAMMES AND SERVICES FOR THE ELDERLY



THK COMMUNITY BEFRIENDING PROGRAMME (CBP)

is currently located at Boon Lay, Chong Pang, MacPherson, Toa Payoh-East/Novena, Yio Chu Kang, Taman Jurong and Bukit Batok. The programme deploys volunteer befrienders to keep in touch with vulnerable seniors regularly to monitor their well-being.

Under the programme, befrienders visit the elderly at least twice a month or conduct telephone calls. Befrienders will submit a needs assessment checklist to provide feedback on the elderly's condition so as to inform the relevant agencies.

A befriender from THK Community Befriending Programme @ Taman Jurong engaging in art activities together with her befriende





A staff from THK Care From your Community Programme (CFC) providing vital signs monitoring for an elderly

THK CARE FROM YOUR COMMUNITY

is an integrated programme that enables the elderly to age in place in the community by providing daily, regular supervision in self-management of their chronic diseases, such as the administration of medication and monitoring of health vitals. THK CFC provides holistic care coordination, personal care assistance and social support. The programme is currently located at five sites, namely Ang Mo Kio, Beo Crescent, Bedok, MacPherson and Telok Blangah Crescent.

THK SENIORS SERVICES @ TAMAN JURONG

primarily promotes active ageing and volunteerism among seniors by engaging them in activities such as art and craft sessions, festival celebrations, karaoke sessions, digital training, wellness programmes and regular outings. As part of their research into the benefits of inter-generational and peer-to-peer interaction, the NTU Centre for Healthy & Sustainable Cities provided training for the seniors in Xbox Exer-Gaming.



CARING FOR OUR SENIORS

PROGRAMMES AND SERVICES FOR THE ELDERLY

At 84 years old, Mdm Chiang See Lan is in the pink of health. She attributes her youthful vigour through her constant activities as well as holding onto her streak of fierce independence.

Despite her free spirit, Mdm Chiang See Lan found herself on the cusp of immobility in 2016, when a foot wound worsened and she was almost bed-ridden. The help from the nurses and staff from THK Home Health Services and THK Home Personal Care Services got Mdm Chiang back on the road to recovery.

“I want to live independently on my own for as long as I can, that is why I am thankful for the support given by THK Home Nursing team and THK Home Personal Care Services that allows me to age comfortably.”

**Mdm Chiang See Lan,
THK Home Care Services**



Mdm Chiang See Lan (left) together with a THK nurse

CARING FOR OUR SENIORS

PROGRAMMES AND SERVICES FOR THE ELDERLY



An elderly resident from
THK Seniors Group
Home @ Pipit receiving
his daily meals

THK SENIORS GROUP HOMES

are located at Ang Mo Kio, Indus and Pipit. The homes provide an assisted living model for seniors to age in the community while retaining their independence and autonomy. Under the scheme, seniors with low or no family support co-reside in designated HDB units. Basic monitoring services and psycho-education are provided to the residents to ensure their overall well-being.





Elderly residents enjoying baking activities at THK Young at Heart

THK YOUNG AT HEART

serves the elderly who reside in studio apartments. The centre conduct activities to encourage active ageing and senior volunteerism. The elderly can pursue their interests in various activities as jamming, cooking, and arts and crafts.

THK SOCIAL SERVICE HUBS

are located at Chinatown Point, Chong Pang, and Bukit Batok East, to promote active ageing and volunteerism among our seniors.

THK Social Service Hub @ Bukit Batok East encourages seniors to remain integrated in society through community outreach programmes and activities. THK Social Service Hub @ Chong Pang is home to a wellness centre where seniors receive regular health screenings and enjoy various social and recreational activities.

THK Social Service Hub @ Chinatown Point aims to manage facilities used by social service providers and community partners for training and programmes. The centre also conducts information and referrals to social services and healthcare agencies.



BUILDING RESILIENT FAMILIES

PROGRAMMES AND SERVICES FOR FAMILIES



Staff from THK
Family Service Centre
@ Bukit Panjang
demonstrating play
therapy

THK FAMILY SERVICE CENTRES (FSCs)

provide a range of services such as casework and counselling, information and referral to serve low-income individuals and families who need help. The centres provide intervention to help them achieve independence and stability to manage life's challenges. The FSCs also conduct community work and support programmes to meet the needs of the community. THK runs 5 Family Service Centres located at Bedok North, Bukit Panjang, Jurong, MacPherson and Tanjong Pagar.





A collection of expressive artwork by clients from THK Centre for Family Harmony @ Commonwealth

THK CENTRE FOR FAMILY HARMONY (CFH) @ CIRCUIT

runs a problem gambling service to assist clients in the application of Family Exclusion Orders. The Family Exclusion Order prevents family members affected by problem gambling from gaining entry to the local casinos. Counselling services related to problem gambling are also provided to individuals and families.

The Mandatory Counselling programme is extended to families experiencing violence. Victims, perpetrators and their family members are referred by the Ministry of Social and Family Development for counselling and support.

THK CENTRE FOR FAMILY HARMONY (CFH) @ COMMONWEALTH

is one of the four Divorce Support Specialist Agencies (DSSAs) appointed by the Ministry of Social and Family Development. The centre offers a wide range of support services to families, including casework and counselling, as well as support programmes for parents and children.

Some of these programmes include Children in Between (CiB) Programme for parents, Children in Between (CiB) Programme for children, Supervised Visitation and Supervised Exchange Programme.



ENABLING LIVES

PROGRAMMES AND SERVICES FOR PERSONS WITH DISABILITIES

Maud Emalin Rom, aged 34 has been staying at THK Home for Disabled @ Sembawang since 2018. She is diagnosed with Autism Spectrum Disorder and intellectual disability. She is non-verbal and communicates mainly via gestures and understands one to two step instructions.

"Maud is much happier as she is meaningfully engaged at the Home. She particularly enjoys the Art Therapy sessions conducted every Wednesday as a means for her to express herself. Over time, she has grown to be more independent. I have seen improvements in her emotional well-being as she has been less agitated, appears peaceful and is also smiling more frequently. Whenever she goes out for outings, she would be visibly excited to come back to Sembawang Home when the time is up for her to go back. Also, she has learnt to share food with her family. She is also able to dress herself with reduced verbal and gestural prompting now."

Mdm Emalin Rom, mother of Maud



Maud Emalin (right) practising art therapy at THK Home for Disabled @ Sembawang

ENABLING LIVES

PROGRAMMES AND SERVICES FOR PERSONS WITH DISABILITIES



THK AUTISM CENTRE @ GEYLANG BAHRU

runs a community-based day care programme that serves adults with special needs. The centre provides a structured and supportive environment for adults with intellectual disabilities and Autism Spectrum Disorder (ASD) to gain functional, social and community living skills that will enable them to lead a better quality of life.

Staff from THK Autism Centre @ Geylang Bahru coach the clients on functional skills such as buying food from the hawker centres





A resident from THK
Home for Disabled
@ Eunost practising
lion dance

THK HOME FOR DISABLED @ EUNOS

provides residential care for children and adults with intellectual disabilities. The Home offers long- and short-term accommodation and residential-based training for adults with special needs who have higher function. Priorities are given to those employed in open employment or sheltered workshops, to help them independent living at their own homes or alternative forms of assisted community living.

The Home provides long- and short-term residential care to children with special needs aged below 16 who are neglected or have limited caregiver support. The Home facilitates a host of programmes designed to meet various developmental needs.



ENABLING LIVES

PROGRAMMES AND SERVICES FOR PERSONS WITH DISABILITIES



Residents from THK Home for Disabled @ Sembawang participating in art therapy

THK HOME FOR DISABLED ADULTS @ SEMBAWANG

provides long-term residential care for adults aged between 16 and 55 years old diagnosed with intellectual disabilities (ID) and/or Autism Spectrum Disorder (ASD), or other co-morbidities. It also provides short-term care, respite care services and crisis placements classified under the MSF Vulnerable Adults category.





A resident from THK Home for Disabled @ Chai Chee doing a jigsaw puzzle to help improve cognitive skills

THK HOME FOR DISABLED ADULTS @ CHAI CHEE

provides long-term residential care for adults with intellectual disabilities. The Home also supports persons with disabilities who have limited family support. The Home offers assistance in areas such as occupational therapy and physiotherapy and motor skills so as to develop the residents' abilities in managing self-care. It also runs a Day Activity Centre to engage persons with disabilities.

NURTURING THE YOUNG

PROGRAMMES AND SERVICES FOR CHILDREN

Amir Sufi Khan, is 4 years old and diagnosed with Global Developmental Delay (GDD). He attends the Thye Hua Kwan (THK) Early Intervention Programme for Infants and Children (EIPIC) 3 times a week for 2 hours per session.

At THK EIPIC Centre, Amir attends weekly group speech therapy sessions which are focused on building vocabulary and expressive language in order to make comments or requests. He also receives support from the occupational therapist for his pre-writing and toileting skills. His teacher ensures that he receives language stimulation and support in the classroom each day he attends the early intervention programme. The trans-disciplinary team, including the teachers, therapists, social workers and psychologists, assess Amir's level of functioning and implements strategies that aim to improve his functioning in areas such as his cognitive, social and emotional, speech and language and fine and gross motor skills as well as his activities of daily living.

" I am happy that Amir has made a lot of improvement since enrolling into THK EIPIC Centre @ Choa Chu Kang. He used to cry and whine when his needs were not met and he used to be only able to play with his siblings. Now, he is able to communicate his needs verbally and say, "Hi!" to other kids and also play with his peers. He now attempts to copy simple shapes and has also shown a keen interest in using materials like crayons and paintbrushes."

Mdm Rashidah Yahya, mother of Amir



Amir attending a speech therapy session at THK EIPIC Centre @ Choa Chu Kang

NURTURING THE YOUNG PROGRAMMES AND SERVICES FOR CHILDREN



Engaging in sensory-based activities at the THK EIPIIC Centre @ Woodlands

THK EARLY INTERVENTION PROGRAMME FOR INFANTS AND CHILDREN (EIPIC) CENTRES

are located in Ang Mo Kio, Choa Chu Kang, Tampines and Woodlands.

The centres provide early intervention for children with developmental needs below 7 years of age using evidence-based, child-centred approaches. Therapy services are also integrated within class activities and routines, based on the child's needs. The programme is driven by functional outcomes based on the ECHO Framework. The team also works closely with parents to empower them to better understand and support their child's developmental needs.

The trans-disciplinary team consists of Early Interventionists, social workers, case workers, Allied Health therapists specialising in physiotherapy, speech and language therapy and non-Allied Health therapists who focus on music and art therapy.





An occupational therapist coaching a child in a mainstream preschool

THK DEVELOPMENT SUPPORT-LEARNING SUPPORT PROGRAMME (DS-LS)

was previously known as THK Development Support Programme.

THK Development Support and Learning Support Programme (THK DS-LS) is a community-based short-term intervention programme for young children with mild developmental needs. It is designed to optimise their development and integration in mainstream preschools by equipping them with developmentally appropriate skills.

The programme helps to increase capacity and build capabilities within the early childhood education sector by working closely with early childhood educators in preschools to share strategies on how to better support children with developmental needs. It also helps to equip families and early childhood educators with relevant skills to support children with mild developmental needs.

EMPOWERING LIVES

PROGRAMMES AND SERVICES FOR THERAPY AND REHABILITATION

Mr Kumaran s/o Natesa Thevar, aged 89, was admitted to Khoo Teck Puat Hospital followed by Yishun Community Hospital in 2016 when chronic heart failure and heart block required him to have a pacemaker inserted. In December 2016 he was referred to our THK Adult Rehabilitation programme in Ang Mo Kio. He was found to have poor endurance and was prone to falling because of poor sensation of his legs which often caused him to lose balance.

He attends therapy sessions 3 times a week conducted at the THK Day Rehabilitation Centre @ Ang Mo Kio 257. As Mr Kumaran lives alone, the physiotherapy sessions focus on balance training and fall prevention to improve his safety at home. He was also prescribed a motorised wheelchair for him to enhance his mobility and independence in the community. The fees for his therapy sessions are waived off as he receives subsidies from MOH and financial assistance from THKMC.

“I lead a better life now that I am able to perform the exercises on my own and go outdoors with my motorised wheelchair to connect with my friends.”

Mr Kumaran s/o Natesa Thevar,
THK Adult Rehabilitation Programme
@ Ang Mo Kio 257



A Staff assisting Mr Kumaran (right) to monitor his blood pressure

EMPOWERING LIVES

PROGRAMMES AND SERVICES FOR THERAPY AND REHABILITATION



An elderly performing stretching exercises under the guidance of a therapist

THK THERAPY HUB

recruits, manages, and trains Allied Health Professional Therapists to provide therapy services in the community and to meet the therapy demand within the social services and Intermediate Long-Term Care sectors. Additionally, THK Therapy Hub provides speech and language therapy, occupational therapy and physiotherapy to support clients in community hospitals, senior care centres, centre-based and home-based community rehabilitation programmes.





An elderly undergoing rehabilitation exercises at THK Day Rehabilitation Centre at Ang Mo Kio 257

THK ADULT REHABILITATION PROGRAMME

operates at the THK Seniors Activity Centre @ Ang Mo Kio 257. The programme provides day rehabilitation services, speech language therapy, home-based rehabilitation services, alert alarm system, social activities and gym facilities for exercise.

THK HOME THERAPY PROGRAMME

supports persons with disabilities who are unable to access centre-based services. Patients can receive therapy services and caregivers can also receive training in the comfort of their own homes.

The programme was specifically designed to assist clients by improving their functional skills so that they can make a seamless transition to centre-based services. For their caregivers, the programme equips them with the skillsets to care and support their family members.



EMPOWERING LIVES

PROGRAMMES AND SERVICES FOR THERAPY AND REHABILITATION



A client at the THK Pan-Disability Centre @ Eunost receiving training to conduct simple job tasks

THK PAN-DISABILITY CENTRE @ EUNOS

is a sheltered workshop for persons with disabilities. The centre aims to integrate persons with disabilities into the workforce by providing vocational or pre-vocational training, in-house production work or contract work.

The centre provides skills training and job coaching for clients so that they may be suited for supported and open employment. The centre also runs a niche programme in woodworking for clients to develop basic craftsmanship to make handicrafts.





A child receiving speech and language therapy at THK Children Therapy Centre @ Mei Chin

THK CHILDREN THERAPY CENTRES

are located at MacPherson and Queenstown. The centres provide high-quality and affordable therapy services for children with developmental, acquired, or learning difficulties within the community. The centres provide speech and language therapy, occupational therapy, physiotherapy, learning support and psychological assessment and treatment.

THKMC HIGHLIGHTS

KAMPUNG MEMORIES

THKMC Elderly Services Division organised “Kampung Memories” at Jurong Town Hall on 7 October 2018. More than 1,200 participants from 17 THK Seniors Activity Centres and 3 THK Social Service Hubs took part in a carnival-themed event where they enjoyed traditional games, food and an outdoor movie screening.

In line with THKMC’s objectives to promote active ageing and healthy living, the elderly also participated in a mass qigong workout conducted by Qigong Shi Ba Shi Association Singapore. The qigong demonstration imparted simple and useful techniques for the elderly to keep fit in their everyday lives.



Fishing for prizes; our elderly engaging in games from the past



Volunteers from Qigong Shi Ba Shi Association leading the elderly in a mass qigong workout



OPENING OF **THK** SENIORS ACTIVITY CENTRES @ FENGSHAN

Ms Cheryl Chan, Member of Parliament for Fengshan SMC officiated the opening of two THK Seniors Activity Centres located within the Fengshan precinct at Blk 101 and 114. Both Seniors Activity Centres serve more than 300 elderly who live in rental flats.



Member of Parliament
Miss Cheryl Chan officiating the
launch of THK Seniors Activity
Centre @ Fengshan 101

The centres adopt an all-rounded approach in providing holistic care for the elderly. To make care more accessible for the elderly, the centres work with Community Nursing teams from SingHealth to provide health management for seniors. The services include chronic disease management, education on self-care and medication to keep their health in check.

To promote good health practices, the centres also partnered with the Health Promotion Board to conduct stretch band exercises and Zumba Gold that were specially tailored for the seniors. The centres also engage regularly with volunteers from the community to integrate with the elderly through activities such as terrarium-making and arts and craft.



Elderly gathered for the opening of the THK Seniors Activity Centre @ Fengshan 101

THKMC HIGHLIGHTS



THKMC Chief Operating Officer, Mr Jason Lee, addressing the crowd at the launch of the THK Family Connectors aboard the Royal Albatross, a tallship that brought participants to the sea for a day of fun and games

LAUNCH OF THK FAMILY CONNECTORS

The Family Bonding Idol Inspirator and the Family Achievement Reward programmes previously run by the THK Family Service Centres (FSCs) were merged and officially launched as THK Family Connectors on 16 March 2019. THK Family Connectors programme was rolled out to all 5 FSCs in THKMC.

THK Family Connectors is designed as a loyalty reward programme to strengthen the Kampung Spirit within the local communities. Under the programme, fun activities are organised to enhance intra- and inter-family relationships, support education and training, improve employability, improve family finances, and create a sense of belonging for families in the community. Awards will be given to families who complete tasks and challenges, as a form of acknowledgement for their efforts.



Participating families of the THK Family Connectors programme awaiting to embark on the tallship



THK FSC PRACTICE FORUM

Themed “Unity in Diversity”, THK Family Services Division organised the THK FSC Practice Forum held at Novotel Singapore Clarke Quay on 26 March 2019. The event was attended by close to 200 people, consisting of staff from 5 THK Family Service Centres and 2 Centres for Family Harmony, external supervisors and representatives from Ministry of Social and Family Development.

The event showcased the work of THK Family Services such as casework and counselling, community work and group work as well as other core programmes. Staff from various specialisations came together to share the best practices. The concerted effort to integrate staff from all 7 centres was a crucial step to benefit all stakeholders by tapping into a diverse pool of talent, knowledge and expertise.



Building towers out of straws, signifying the importance of connections within and throughout the community



Staff working together to complete an art piece



Participants at the THK Practice Forum 2019

THKMC HIGHLIGHTS

PRESIDENT HALIMAH'S VISIT TO THK HOME FOR DISABLED AT SEMBAWANG

THK Home for Disabled @ Sembawang became operational in April 2018. It was built under Build-Own-Lease (BOL) scheme initiated by the Ministry of Social and Family Development (MSF). The Home provides long-term residential care for adults aged between 16 and 55 years old who are diagnosed with intellectual disabilities, and/or Autism Spectrum Disorder (ASD), or other co-morbidities. The home can accommodate up to 180 residents and provide health and social care support services, psychology services and behavioural support.

President Halimah Yacob visited the Home on 28 March 2019 to interact with the residents. She observed a series of programmes and activities run by the Home, including an art therapy session, parachute game, Chinese drum performance, aerobics activity as well as engaging in the sensory room which assists residents in modulation, stimulation and relaxation.



President Halimah Yacob observing the residents as they engaged in art therapy, designed to provide mental stimulation



“THROUGH MY WINDOW” THK EIPIC CENTRE’S FIRST PUBLIC ART EXHIBITION FOR CHILDREN WITH DEVELOPMENTAL NEEDS

THK EIPIC Centres held its first public art exhibition for the children of THK EIPIC Centre @ Choa Chu Kang at the Choa Chu Kang Public Library. The exhibition, which ran from 7 to 16 April 2018, featured more than 40 paintings, drawings and collages by our little artists created during art sessions, individually framed and mounted by their art teachers and art therapists.

The unique collection included artwork by the parents, which were displayed alongside their child’s art pieces. Parents were invited to observe their child’s art piece and respond to it with one of their own – both to acknowledge their child’s expression through art as well as to connect with them.

The aim of the exhibition was to uncover artistic talents, develop their potential, and raise awareness of the abilities of children with developmental needs. The event coincided with the World Autism Awareness month in April.

From top: ‘The Cat’ artwork by Adam Aaryan
Bin Muhammad Sadli, followed by a response
piece from his parents



40 pieces of artwork done by children with developmental needs were featured at the art exhibition



THKMC HIGHLIGHTS

EARLY INTERVENTION CONFERENCE 2018

THK EIPIC Centres was one of the 10 organising partners for Early Intervention Conference 2018 that was graced by Minister for Social and Family Development Mr Desmond Lee. He announced the development of a continuum of services to meet the different needs of children with developmental needs. Ms Low Hwee San, Divisional Director for THK EIPIC Centres also shared with the participants more about the Early Childhood Holistic Outcomes (ECHO) framework that focused on helping a child to attain functional outcomes.



Representatives from THK EIPIC Centre, along with other service providers in the industry, at the Early Intervention Conference 2018

EARLY INTERVENTION CONTINUUM

THK EIPIC Centres was one of the three Early Intervention partners to pilot the Early Intervention Continuum which involved two new programmes known as EIPIC Under-2s and DS-Plus that were announced in January 2019.

EIPIC Under-2s requires the parent to accompany the child as he or she attends the programme. The focus is on training the parent and caregivers to carry out intervention strategies as part of the child's daily routine at home.

The DS-Plus programme allows children who have made sufficient progress under EIPIC to transit to receiving intervention in their preschools. Early Intervention professionals from EIPIC centres will work with the child at his or her preschool up to twice a week, co-teaching the child alongside the preschool teacher to help the child adapt to the mainstream preschool environment.

FAMILY DAY AT **THK** CHILDREN THERAPY CENTRE @ MEI CHIN

THK Therapy Services held a Family Day event at the THK Children Therapy Centre @ Mei Chin on 7 September 2018.

Under the guidance of our Speech Language and Educational Therapists, three young children of the staff had a sneak peek into the daily life of a therapist as they learnt how to prepare and create teaching resources vital to a therapist's tool kit.



Staff from THK Therapy Services celebrated Family Day with their children by sharing with them what goes on in the daily job of a therapist

FAMILY DAY AT **THK** PAN-DISABILITY CENTRE @ EUNOS



A child of one of the staff spent Family Day by learning a new skill, creating heart-shaped wood-crafts at THK Pan-Disability Centre @ Eunost

Staff from THK Pan-Disability Centre @ Eunost spent a meaningful Family Day on 1 September 2018, trying their hand at woodworking to create special crafts. Woodworking is a niche programme run by the centre for persons with disabilities to pursue their interest in craft work. Their family members also gained insight on how they could support persons with disabilities to be meaningfully engaged with society.



Staff and their families were able to bond and learn more about the initiatives held at the centre



THKMC HIGHLIGHTS

THKMC INTER DIVISION BOWLING NITE 2018

THKMC's Human Resource department organised the THKMC Inter Division Bowling Nite on 18 May 2018 at our Tampines Hub. More than 130 staff from various divisions took part in the event. The team from THK Headquarters emerged as the champion. THK Family Services Division clinched the second place, followed by THK Homes for Disabled division which came in third.



Staff from various divisions took part in the bowling event to bond and interact with one another

THKMC STAFF APPRECIATION NITE 2018

About 850 staff attended the THKMC Staff Appreciation Nite 2018, which commemorated THKMC's 7th anniversary. Themed as the "Adventures of the Sea", the staff came dressed as a pirate, Hawaiian tourist, mermaid, and captain. 65 Long Service Awards, 39 Promotion Awards and 38 Commendation Awards were given out to deserving staff.

Tug Guan Huay, Programme Assistant from Indus Moral CARE and Thu Thu Win Myint, Enrolled Nurse from THK Home for Disabled @ Chai Chee won the Best Employee of the Year award.



THKMC staff came dressed to the theme at THKMC Staff Appreciation Nite 2018



CRAFT OF HOPE

Mr Patrick Tay, Member of Parliament for West Coast GRC, launched the Craft of Hope at KidZania Singapore on 27 October 2018, in conjunction with THK Family Fundae. The Craft of Hope is a movable concept wall with capsules displaying pottery pieces created by residents of THK Home for Disabled @ Eunos. These crafts can be bought online by members of the public by scanning the QR code attached to the item. At the launch, 3 beneficiaries from the THK Home for Disabled @ Eunos gave a live pottery demonstration to more than 600 children, adults and families from 5 THK Family Centres and 2 THK Centres for Family Harmony.

We wish to thank the following community partners who have supported the Craft of Hope:

Bedok Point Mall

CityLink Mall

Fusionopolis by JTC Corporation

Hillion Mall

Institute of Technical Education (ITE) College Central

Management Development Institute of Singapore (MDIS)

One Raffles Place

Paya Lebar Square

PSB Academy

Singpost Centre

UE Square

Waterway Point

White Sands Mall

Wisteria Mall

Yew Tee Point

Residents from THK Home for Disabled @ Eunos coaching a child from Super Talent Childcare on pottery skills



Guest of Honour, Mr Patrick Tay, Member of Parliament for West Coast GRC, receiving a token of appreciation from THKMC Chairman, Mr Lee Kim Siang. The token was part of the pottery collection from the Craft of Hope campaign



Members of the public viewing the pottery pieces on the Craft of Hope wall



BEST EMPLOYEE 2018

**THU THU WIN MYINT,
ENROLLED NURSE,
THK HOME FOR DISABLED @ CHAI CHEE**

“Nursing is a profession that never stops giving and allows me to learn new things every day. The opportunity for growth is limitless. I feel so good inside when I see improvement in my patients.”

**Ms Thu Thu Win Myint
8 years of service**



BEST EMPLOYEE 2018

**TUG GUAN HUAY DOLLY,
PROGRAMME ASSISTANT,
THK INDUS MORAL CARE**

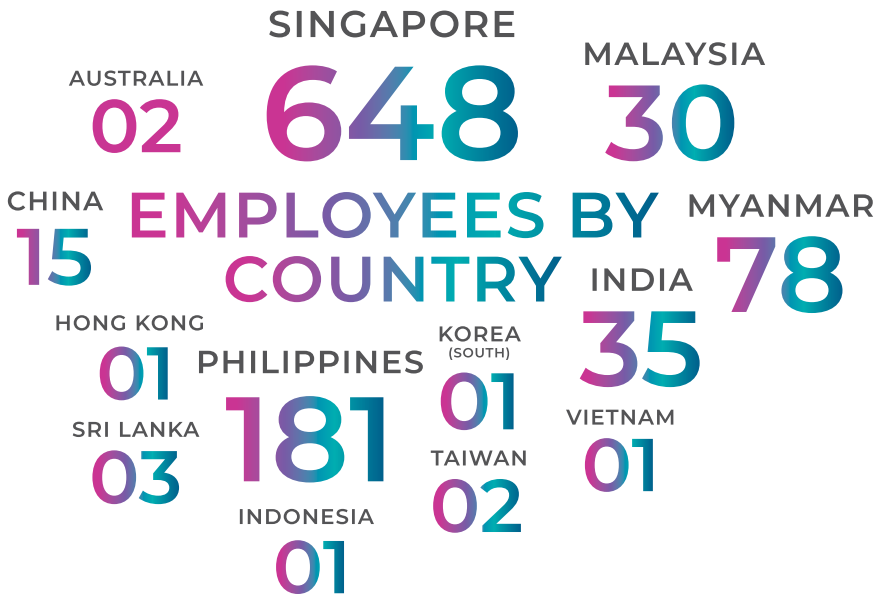
“My job requires a heart for the elderly and I do my best to serve them because we are like a family.”

Mdm Tug Guan Huay Dolly
13 years of service



OUR PEOPLE

HUMAN RESOURCE



27
STAFF
RECEIVED SPONSORSHIP TO PURSUE FURTHER ACADEMIC ACCOLADES

TOTAL STAFF STRENGTH
998





THKMC participated in the STJobs Career & Learning Fair to look out for aspiring talents

With effect from 1 January 2019, Thye Hua Kwan Moral Charities' Human Resource Department implemented a series of enhanced employee benefits which included the following:

- o Increase in annual leave entitlement on a year on year basis
- o Carrying forward a maximum of 14 days from current year entitlement for employees to plan for a longer break
- o Birthday leave to be utilised during the birthday month
- o Dependant Care Leave will include spouses and children with disabilities. It will also apply to those whose parents are aged 60 and above
- o Corporate Membership for Singapore Zoo to allow a complimentary visit for a family of four
- o \$100 flexi healthcare benefit for vaccination, health screening, dental expenses or reading glasses
- o Revised training bond structure - service bond will only apply for training and courses starting from \$5,000 onwards
- o No cap on the number of examination leave per calendar year for employees who received sponsorship for further studies
- o Staff will be allowed to apply for 2 days of study leave per examination

THKMC continues to attract and retain talent to serve in the social service sector by participating in multiple recruitment drives such as community job fairs or career fairs held in tertiary institutions. Thye Hua Kwan Moral Charities also worked closely with partner agencies like e2i and Agency of Integrated Care to provide suitable job opportunities across a wide spectrum of roles.



Staff completing a course in Basic Self-Defence, beyond upgrading work-related skills, THinK Institute also plans for courses that are useful on day-to-day basis



Participants enjoying their learning experiences



Staff attending an in-house training programme offered by THinK Institute

THINK INSTITUTE

THinK Institute was set up to increase staff capabilities by educating and empowering our workforce. THinK Institute conducts regular training programmes by engaging internal and external trainers to offer various training modules to all staff of various ranks and levels, in areas such as client servicing, personal data protection, fire safety awareness and emergency response as well as leadership excellence.

NUMBER
OF STAFF
WHO
ATTENDED
TRAINING
568

TOTAL
NUMBER OF
TRAINING
HOURS
5,319



THKMC PERFORMANCE MANAGEMENT SYSTEM

To offer greater transparency and reliability in performance appraisals, THKMC developed a new Performance Management System together with consultant Willis Towers Watson. The system was rolled out in November 2018 and the new system will be applied in the new financial year.

INSIGHT LEADERSHIP PROGRAMME

Thye Hua Kwan Moral Charities also took part in the INSIGHT Leadership programme is specially designed for leaders in the Community Care sector. This highly customised leadership development programme focuses on leadership issues unique to Community Care. Participants gained insight into key health care policies, the Community Care operating environment, and how to drive performance across organisations to work towards an integrated healthcare system, with regards to manpower, stakeholder management, and service excellence.

The programme provides an excellent platform for participants to network with their peers across the Community Care sector and to engage senior policy makers from Ministry of Health (MOH) and Ministry of Social and Family Development (MSF).



Thye Hua Kwan Moral Charities took part in the INSIGHT Leadership Programme that engaged various leaders and stakeholders in the community care sector.

OUR PEOPLE

VOLUNTEER MANAGEMENT

6 years of flower-pressing classes. 6 years of friendship.

Our volunteer from THK Aviators, Eric Leong, chanced upon the opportunity to conduct flower-pressing classes with our elderly from THK SAC @ Toa Payoh 31, 6 years ago. It was a chance encounter when he was still selling food at his nearby stall.

"I treat them like my parents. We have been doing this for the past 6 years.

My biggest fear is finding out that some of the elderly are no longer with us, whenever I come to class. Despite this, I try my best to let them live out their golden years with interesting hobbies. They are not just people that I help, they are my friends.

Every time I come, I hope to bring them joy, offer a class that makes them happy so that they look forward to the activities."

Mr Eric Leong, THK Aviator



Mr Jason Lee, COO of THKMC (left) receiving the flower-pressed artwork from Mr Eric Leong (right)

OUR PEOPLE

VOLUNTEER MANAGEMENT

NUMBER OF
VOLUNTEERS IN
THKMC:

1,759

NUMBER OF HOURS
COMPLETED:

88,178

THKMC'S volunteer management unit engages stakeholders in the community such as businesses, schools and individuals to contribute their time and skill sets to reach out to the elderly, families, children or persons with disabilities. Some of these activities include outings to places of interest, offering haircuts as well as befriending services.



A youth volunteer, Alois Bek, enjoys helping out at events



Beyond serving the beneficiaries, THKMC believes in empowering them so that they too, can become contributing members of society. The volunteer management unit does this by forming niche interest groups that leverage on the community to develop talents and skills for our beneficiaries.

These include the choir and dance groups formed by our beneficiaries from THK Seniors Activity Centres. These seniors attend regular music and modern dance lessons conducted by instructors from the Lee Wei Song School of Music to enhance their abilities to perform at various events.

Volunteers from Nam Sieng Dragon and Lion Dance Activity Centre also trained the residents at the home in Dragon and Lion Dance. These initiatives help to impart skill sets that are useful, break social stigma and ensure that our beneficiaries remain integrated with the wider community by performing at various community events.

VOLUNTEER OPTIMISER (VOOP)

THKMC Volunteer Management (VM) department embarked on a pilot project to optimise and streamline the volunteer management process, which includes registration to coordination of activities, through a cloud-platform known as the Volunteer Optimiser (VOOP). VOOP is a volunteer management system that digitises the manual processes and reduces paper work.

VOLUNTEER APPRECIATION NIGHT 2019

THKMC Volunteer Appreciation Nite was held on 22 March 2019 at Singapore Marriott Tang Plaza Hotel to honour more than 300 senior volunteers who had served as befrienders, handymen and facilitators for other needy seniors. Mr Eric Leong, is one of the volunteers who has been conducting flower-pressing classes at THK Seniors Activity Centre @ Toa Payoh 31. The flower-pressing craft done by the seniors were given out as tokens of appreciation at the event.



8th from left: THKMC Chairman Mr Lee Kim Siang on stage with THKMC Board Members and Divisional Directors, on stage to pay tribute to the volunteers



友诺士德教迟钝院每周一次请来专业导师，教导近10名居住在那里的智障者以及多动症患者制作陶瓷。其中，黄丽珍（右一）参与课程已有一年。（吴伟国摄）

德教迟钝院与八购物中心合作 展出售卖特需者手制陶瓷

■ 王晓亚 wangxy@sph.com.sg

特需者制作陶瓷艺术品，发挥才能培养集中心力。

37岁的黄丽珍有中等智障，父母于2012年年初过世后，她便入住位于蕙兰友诺士20号的德教迟钝院，并在去年加入中心的陶瓷计划。

名为“希望的手艺”（Craft of Hope）陶瓷计划由友诺士德教迟钝院于2015年10月发起，每周一次请来专业导师为近10人授课两小时。从设计、描绘、制作黏土，到烘烤及上色，都由

中心内有智障或多动症的居民亲手完成，目的在于教导他们制作各式各样陶瓷艺术品，训练集中精力的同时，也培养才艺。

陶瓷的设计会根据学生喜好或个别节日需求做出变化，比如目前为配合农历新年，他们就制作小猪式样瓷器。

黄丽珍最喜欢黄色，因此做小猪也只用黄色。“我喜欢明亮的颜色，那让我想到阳光。”

她也说，自己渴望出去工作赚钱，梦想是到快餐店打工。

太和观首席营运官李德生透露，友诺士中心于去年11月起

与勿洛坊、巴耶利峇广场及水滨坊购物商场等八家购物中心合作，设立为期三至六个月的展示柜，将这些由特需者制作的“无价之宝”公开展览及以每件30元到80元的价格售卖。

公众可通过展示柜旁的QR码扫描，完成网上付款后，在家等待陶瓷艺术品送货上门。项目所得款项目前用来协助友诺士中心购买更多制作陶瓷的材料和器具，让更多特需者能够参与课程。

“每件陶瓷都需要花至少一个月制作，目前为止，中心内

的约30名特需者已完成上千件艺术品。不过仅300件通过质量检查，可售卖或展出。”

李德生也指出，太和观之所以发起“希望的手艺”计划，是希望提高公众及社会各界对特需者的认识，同时也为特需者提供展现才华的平台，增强工作技能及信心。

他说：“我们已售卖超过50件陶瓷艺术品。未来希望将计划持续下去，若销量持续增加，不排除考虑直接聘用这些特需人士，以‘手艺人师傅’名义有偿工作。”

IN THE MEDIA



Article reproduced from The Straits Times

Decibels
defining growth
incredible stories





Mr Guek Chan Hong, 79, is the first to try the automatic hydraulic lifter on the refurbished Toyota HiAce bus donated to volunteer welfare organization Blossom Seeds. In addition to the bus, ComfortDelGro has also donated \$100,000 worth of medi trips to two other VWOs. ST PHOTO: LEE JIA MIN

Bus and 'medi trips' from ComfortDelGro

Transport giant ComfortDelGro Corp yesterday made a donation amounting to \$150,000 to three voluntary welfare organisations (VWOs) Blossom Seeds, Dorcas Home Care Service and Thye Hui Kwan Moral Society.

The donation, to mark ComfortDelGro's 15th anniversary, was in the form of a refurbished nine-seater bus, and free trips for bedridden and their medical escorts.

A Toyota HiAce bus has been refurbished and retrofitted with a fully automatic hydraulic lifter, foldable bench seats for up to eight passengers as well as a wheelchair-locking device. It will be used by Blossom Seeds services for daily trips to clinics and hospitals.

In addition, ComfortDelGro's MediTrip Fund has been set up with \$100,000 worth of "medi trips" for a year. ComfortDelGro MaxiCabs will provide these trips between 10am and 4pm from Mondays to Fridays to Dorcas Home Care Service and Thye Hui Kwan Moral Society.

About 20 drivers have been trained to provide these trips. The fare of \$25 per medi trip will be fully subsidised by ComfortDelGro through the fund.

VWOs or medical escorts may book multiple trips for their seniors at least six hours in advance using ComfortDelGro's specially-developed MediTrip app.

ComfortDelGro chief executive Yang Ban Seng said: "There is a growing demand for medical escort transport service, and we have been working closely with the Agency for Integrated Care for many years to meet this need."

Ms Ong Siew Chia, chief executive of Blossom Seeds, said: "The bus will help us to serve more elderly who require medical escorts. As the elderly cope with health challenges, every effort to make them less uncomfortable is helpful."

Thye Hui Kwan Moral Society chairman Lee Kim Seng said the initiative will help those who cannot afford the service.

Christopher Tan

Article reproduced from The Straits Times



IN THE MEDIA



Article reproduced from The Straits Times



Decibels
 defining growth
 incredible stories

THE YEAR AHEAD

CHARITY'S FUTURE PLANS

STRATEGIC PLANS

- o Enhance organisational productivity and effectiveness through business process re-engineering and digitalisation
- o Transform service delivery to all elderly clients through service integration within THKMC (Elderly Services, Home Care/Home Help and Therapy Services Hub) and collaboration with community partners
- o Re-design disability care from a Custodian to a Rehabilitation Care Model

NEW INITIATIVES TO IMPROVE PROGRAMME

THK ELDERLY SERVICES DIVISION

- o Mass outing events for Seniors by to improve well-being of elderly in the physical, mental, social and nutritional aspects
- o Active ageing programmes including physical exercises,urbanfarming,artandmusictherapies for elderly

THK HOME CARE SERVICES DIVISION

- o Introduction of body cameras, vans and setting up of the Home Care Hub at THK Social Services @ Chinatown Point

- o Body Cameras for THK Home Care Services Division are to assure clients that service quality and delivery is monitored, maintained and preserved. It will also serve as an impartial tool to mitigate and arbitrate disputes arising from discharging of services been clients and staff
- o Transportation for THK Homes for Disabled Division – 3 vans were purchased to better provide transportation for the following needs: medical appointments, external recreational activities and public performances
- o Home Care Hub – To provide elderly and/or their caregivers, who may have fallen through the social net, a one-stop resource centre that integrates social care, health care and caregiving services through one hotline for ease of accessibility

STAFF PORTAL AND BUSINESS PROCESS ENGINEERING

- o Implementation of staff portal to consolidate resources and information within the organisation and provide authorised access to all staff in order to improve information security
- o THKMC Headquarters engaged an external consultant to recommend and improve business operations by streamlining work processes

THK HOMES FOR DISABLED

- o Wellness Programmes – Art, Musical & Therapeutic Programmes; Sensory Integration & Cognitive Programmes; Sports Activities



- The programmes support and engage clients for a longer span of time, promoting positive behaviour as well as honing their social and cognitive skills
- Help clients attain basic levels of competence in selected sports

Clients are encouraged to join music programmes, meaningful hobbies to learn discipline and teamwork, providing them an avenue to express themselves

- o Improvement of the Centres' Capabilities
 - Enhancement of Safety and Security services (CCTV cameras)
 - Creation of outdoor activity area
- o Enhancement & Expansion of existing Services
 - IT Therapy
 - Massage Therapy
 - Enhancement of Multi-sensory Room
 - Poetry class
 - Enhancement of pantry features for culinary therapy
 - Electrical hospital beds for residents
 - The services develop fine and gross motor skills; encourages socialisation; improvement of focus; increased optimistic outlook; serves as a creative outlet; improves quality of life
- o i-Productivity project for THK Home for Disabled @ Sembawang
 - To improve efficiency of operation, increase direct contact time between our staff and clients
- o Laundromat Training & Service for THK Home for Disabled @ Chai Chee
 - To enhance the clients' skills relating to pre-vocational training skills

- o Geriatric chairs and suspension walker frames & support walker for adult / senior residents
 - To increase the mobility equipment of the homes
 - The mobility, comfort and versatility of the equipment are helpful for recovery patients, assisting in encouraging walking exercises and building confidence

CHARITY'S COMMITMENTS

Planned and committed capital expenditure with respect to building or major assets.

- o Cyclical maintenance and renovation work at THK Senior Activity Centres at Telok Blangah Crescent and Kaki Bukit, and also THK Centre For Family Harmony @ Circuit at an estimated cost of \$1.053 million
- o Information Technology hardware replacement of about \$300,000
- o Business process re-engineering consultancy project - procure new enterprise software systems (Accounting and HR) at an estimated cost of \$580,000

Planned and committed to invest in staff training and Info-Communication Technology in our digitalisation effort going forward.

IPC'S EXPENDITURE PLANS FOR THE FOLLOWING YEAR

Governance Costs: \$1,000,000

**Charitable Activities: \$6,000,000
(20% increase from FY2018)**

Administrative / Overheads: \$10,000,000

GOVERNANCE

1.1 TERM OF OFFICE

1.1.1 All Board members shall hold office for a period of one (1) year. All Board members, except for the Treasurer, may be re-appointed from year to year.

(Ref.: A&A, Article 6a)

1.1.2 Where Board members continue to serve after ten (10) consecutive years, the reasons for retaining the Board member(s) shall be disclosed in the Annual Report.

(Ref.: Code of Governance for Charities & IPCs – April 2017, Para. 1.1.13)

1.1.3 TREASURER

a) The Treasurer shall not hold office for more than four (4) consecutive years.

(Ref.: A&A, Article 6d)

b) Re-appointment to this position can be considered after a lapse of at least two (2) years.

(Ref.: Code of Governance for Charities & IPCs – April 2017, Para. 1.1.7)

1.1.4 VACATION OF OFFICE OF BOARD MEMBER

The office of a Board member shall be vacant in any one of the following events, namely:

a) If he ceases to be a Board member by virtue of the Act; or

b) If he becomes a bankrupt or makes any arrangement or composition with his creditors generally; or

c) If he becomes prohibited from being a Board member by reason of any order made under the Act; or

d) If he becomes of unsound mind or is liable to be dealt with in any way under the law relating to mental disorder; or

e) If he, subject to Section 145 of the Companies Act, resigns his office by notice in writing to THKMC; or

f) If he is absent for more than twelve (12) months without permission of the Board members from meetings of the Board held during that period.

g) If he becomes disqualified from being a Board member by virtue of Section 148, 149, 154 and 155 of the Companies Act.

(Ref.: A&A, Article 11)

1.1.5 THKMC may by Ordinary Resolution remove any Board member before the expiration of his period of office and may by Ordinary Resolution appoint another person in his stead.

(Ref.: A&A, Article 6a)



1.2 POWERS AND DUTIES OF THE BOARD

1.2.1 The business of THKMC shall be managed by Board members.

(Ref.: A&A, Article 12)

1.2.2 Board members may exercise all the power of THKMC to borrow money on behalf of THKMC for any single capital expenditure or acquisition of property/properties and to mortgage or charge its undertaking and property/properties. Any single capital expenditure or acquisition in excess of Singapore Dollars Five Million shall require prior sanction of the members at a General Meeting.

(Ref.: A&A, Article 13)

1.2.3 Board members may from time to time and at any time by power of attorney appoint any company, firm, or person or body of persons, whether nominated directly by the Board members, to be the attorney or attorneys of THKMC.

(Ref.: A&A, Article 14)

1.2.4 The Board should possess the core competencies necessary for effective governance. Directors should work to achieve these competencies and shall have clearly defined roles and responsibilities, which shall be distinguished from the executive functions of THKMC.

1.2.5 The key roles of the Board are to:

- a) Ensure that there are adequate resources to sustain operations and that such resources are effectively and efficiently managed.

(Ref.: Code of Governance for Charities & IPCs – April 2017, Para. 3.2.1)

- b) Review, adopt and monitor a strategic plan to ensure that THKMC's activities are in line with its objectives.

(Ref.: Code of Governance for Charities & IPCs – April 2017, Para. 3.2.2)

- c) Ensure that there is adequate reporting to relevant stakeholders about how THKMC's strategic plan and programmes are implemented, as well as the outcomes.

(Ref.: Code of Governance for Charities & IPCs – April 2017, Para. 3.2.3)

- d) Ensure that there is a plan to develop the capacity and capability of THKMC and monitor the progress of this plan.

(Ref.: Code of Governance for Charities & IPCs – April 2017, Para. 3.2.4)

- e) Ensure that THKMC's programmes and activities are carefully planned, tracked and reviewed to ensure that they are relevant to the mission and vision of THKMC.

(Ref.: Code of Governance for Charities & IPCs – April 2017, Section 4)

- f) Ensure that THKMC has policies in place for the staff and volunteers who run its operations and programmes.

(Ref.: Code of Governance for Charities & IPCs – April 2017, Section 5)

- g) Ensure THKMC spends its resources on ways to further its charitable purposes. The Board shall approve instances where THKMC provides loans, donations, grants or financial assistance which are not part of its core charitable programmes.

(Ref.: Code of Governance for Charities & IPCs – April 2017, Para. 6.1.1)

GOVERNANCE

- h) Ensure that there is a process to identify, regularly monitor and review THKMC's key risks. This should cover mitigating measures and controls for all key risks.

(Ref.: Code of Governance for Charities & IPCs – April 2017, Para. 6.1.4)

- i) Ensure that THKMC's facilities and assets are efficiently and effectively utilised.

(Ref.: Code of Governance for Charities & IPCs – April 2017, Para. 6.3.2)

- j) Approve an Investment Policy, where applicable, where the Board may from time to time set aside out of the surplus of THKMC such sums as they think proper as reserves.

(Ref.: Code of Governance for Charities & IPCs – April 2017, Para. 6.4.3)

- k) Ensure that its fundraising activities preserve the integrity and transparency of THKMC.

(Ref.: Code of Governance for Charities & IPCs – April 2017, Para. 7.1.1)

- l) Ensure THKMC is transparent and accountable in its operations and provides information about its mission, structure, programmes, activities and finances, as well as be responsive to requests for information.

(Ref.: Code of Governance for Charities & IPCs – April 2017, Section 8)

- m) Exercise independent judgement in decision making.

- n) Ensure full compliance and to carry out the duties of the Board in accordance to all applicable laws, regulations and guidelines.

- 1.2.6 The Board may delegate any of their powers to committee consisting of such members or members of their body as they think fit.

(Ref.: A&A, Article 22)

- 1.2.7 The Board shall provide for the safe custody of the seal, which shall only be used by the authority of the Board members.

- 1.2.8 From time to time, the Board shall review and update the M&A and A&A to ensure that it remains relevant.

1.3 MATTERS RESERVED FOR THE BOARD

- 1.3.1 The following matters, including any others as may be determined by the Board, shall be the responsibility of the Board. Management shall consult and seek Board's approval for the following areas:

- a) Overall direction of THKMC;
- b) Approval of THKMC strategy, vision and mission;
- c) Approval of annual budget;
- d) Approval of new programmes;
- e) Appointment of Board members, Board Committee members, External Auditors, CEO, Company Secretary and key management personnel;

Please refer to para. 2.9.2 for THKMC's key management personnel.

- f) Receiving reports on, and reviewing the effectiveness of THKMC's risk and control processes to support its strategy and objectives;
- g) Approving procedures for the detection of fraud and the prevention of bribery; and
- h) Any other matters which are required to be approved by the Board pursuant to the applicable rules, laws and regulations.

- 1.3.2 Key management personnel refer to persons having the authority and responsibility for planning, directing



and controlling activities of THKMC. The key management personnel of THKMC are as follows:

- a) Board members;
- b) Chief Executive Officer;
- c) Chief Operating Officer; and
- d) Divisional Directors of Headquarter.

1.4 BOARD MEETING PROCEEDINGS

1.4.1 The Board shall meet at least once in every three (3) months or as often as necessary at the request of the Chairman.

1.4.2 A Board member may at any time and the Secretary shall, on the requisition of a Board member, summon a meeting of the Board.

(Ref.: A&A, Article 17)

1.4.3 The quorum necessary for the transaction of business of the Board shall be one-third of the Board, subject to a minimum of three (3) Board members.

(Ref.: A&A, Article 19)

1.4.4 Board members shall make every effort to attend all Board meetings and shall not absent themselves without good reason.

(Ref.: Code of Governance for Charities & IPCs – April 2017, Para. 1.3.2)

1.4.5 The Chairman of the Board shall be the Chairman for all Board meetings. If at any meeting the Chairman is not present within thirty (30) minutes after the time appointed, Board members may choose one of their number to be Chairman of the meeting.

(Ref.: A&A, Article 21)

1.4.6 The Chairman shall lead the meeting with an established procedure concerning the content, presentation and timely delivery of each Board paper to ensure Board members are well informed and have the opportunity to seek additional information, and are able

to obtain further clarification, should such a need arose.

1.4.7 Staff who are not Directors may be invited to attend Board meetings, ex-officio, to provide information, if necessary, but shall not vote or participate in Board decision-making.

(Ref.: Ref.: Code of Governance for Charities & IPCs – April 2017, Para. 1.1.6)

Each Board member shall be entitled to one (1) vote.

(Ref.: A&A, Article 44)

1.4.8 Questions arising at Board meeting shall be decided by a majority of votes and a determination by a majority of Board members shall, for all purposes, be deemed to be a determination of the Board.

(Ref.: A&A, Article 18a)

1.4.9 The Board shall cause minutes to be made in books provided for the purpose:

- a) Of all appointments of officers;
- b) Of names of Board members present at all meetings of THKMC, of the Board members, and of any committee of members; and
- c) Of all resolutions and proceedings at all meetings of THKMC, and of the Board members, and of any committee of members.

Such minutes shall be signed by the Chairman of the meeting at which the proceedings were held or by the Chairman of the next succeeding meeting.

(Ref.: A&A, Article 16)

1.4.10 A resolution in writing signed or approved by letter, telex, telegram, facsimile or other written telecommunications medium, by a majority of the Board, shall be as valid and effectual as if it had been passed at a meeting of the Board.

(Ref.: A&A, Article 28)

GOVERNANCE

FY18/19 BOARD ATTENDANCE BOARD MEETING

S/No.	Appointment	Name of Director	24 May 2018	24 Aug 2018	29 Nov 2018	7 Mar 2019	Total No of meetings attended	Total No of meetings	Percentage of attendance
1	Chairman	Mr Lee Kim Siang	1	1	0	1	3	4	75%
2	Treasurer	Mr Zulkifli Bin Baharudin	0	0	0	0	0	4	0%
3	Member	Mr Chang Long Jong	1	1	0	1	3	4	75%
4	Member	Mr Chang Meng Teng	NA	1	0	1	2	3	67%
5	Member	Ms Cheah Sheau Lan	1	1	1	1	4	4	100%
6	Member	Mr Ching Chiat Kwong Alternate: Mr Shawn Ching (with effect from 01/11/2018)	NA	0	1	0	1	3	33%
7	Member	Mr Eu Yee Ming Richard	0	1	1	1	3	4	75%
8	Member	Mr Goh Tok Mong	1	1	1	1	4	4	100%
9	Member	Mr James Koh Cher Siang	1	1	0	0	2	4	50%
10	Member	Mr Koh Juay Meng (with effect from 14/8/2018)	NA	1	1	0	2	3	67%
11	Member	Mr Ng Kok Kiang Lawrence	1	1	1	1	4	4	100%
12	Member	Mr Ong Ser Huan	1	1	1	1	4	4	100%
13	Member	Mr Koh Poh Kwang (with effect from 27/9/2018)	NA	NA	1	0	1	2	50%



DISCLOSURE OF BOARD MEMBERS' REMUNERATION AND BENEFITS:

- None received any remuneration or benefits for FY18/19

DISCLOSURE OF REMUNERATION OF THREE HIGHEST PAID STAFF

Remuneration Band	No. of Staff
\$100,000 to \$200,000	1
\$200,000 to \$300,000	2

DISCLOSURE OF 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:

Remuneration Band	No of staff	Name of Executive Head or Board member with whom the staff is a close family member
\$50,000 to \$150,000	1	Mr Lee Kim Siang
\$150,000 to \$250,000	0	-
\$250,000 to \$350,000	1	Mr Lee Kim Siang

RESERVES POLICY

The Company's reserve management objectives are to maintain strong and healthy capital ratios in order to support its operations.

The Company aims to maintain sufficient level of accumulated funds to meet three years of its budgeted operating expenditure. The Company regularly reviews and manages its reserves to ensure optimal capital structure, taking into consideration the future capital requirements of the Company's projected profitability and projected operating cash flows.

GOVERNANCE

CHARITY'S RESERVES POSITION

	Current Year	Previous Year
(A) General/Unrestricted Funds (Reserves)	\$25,249,000	\$23,624,000
Restricted/Endowment Funds Others	\$73,664,000	\$62,354,000
(B) Annual Operating Expenditure	\$56,921,000	\$52,148,000
Ratio of Reserves [(A)/(B)]	0.44:1	0.45:1

The reserves that have been set aside to provide financial stability and the means for the development of the charity's principal activity. The charity intends to maintain its reserves at a level which is at least equivalent to 3 years of its budgeted expenses.

Restricted reserves are reserves ring-fenced within the individual program.

The charity does not have any Endowment Fund.



CONFLICT OF INTEREST POLICY

All Board members and staff are required to comply with the charity's Conflict of Interest policy.

The Board has put in place documented procedures for Board members and staff to declare actual or potential conflicts of interests on a regular and need-to basis.

Board members also abstain and do not participate in decision-making on matters where they have a conflict of interest.

WHISTLE BLOWING POLICY

Our charity has in place, a whistle blowing policy to address concerns about possible wrong-doing or improprieties in financial or other matters within the charity.

GOVERNANCE EVALUATION CHECKLIST

Submission Form for Governance Evaluation Checklist (Advanced Tier)

FY2018/2019

"Please note that this checklist is based on the Code of Governance (2017).

Applicable to large IPCs with gross annual receipts or total expenditure of \$10 million or more.

S/N	Code guideline	Code ID	Response (select whichever is applicable)	Explanation (if Code guideline is not complied with)
Board Governance				
1	Induction and orientation are provided to incoming governing board members upon joining the Board.	1.1.2	Complied	
	Are there governing board members holding staff appointments? (skip items 2 and 3 if "No")		No	
2	Staff does not chair the Board and does not comprise more than one third of the Board.	1.1.3	NA	
3	There are written job descriptions for the staff's executive functions and operational duties, which are distinct from the staff's Board role.	1.1.5	NA	
4	The Treasurer of the charity (or any person holding an equivalent position in the charity, e.g. Finance Committee Chairman or a governing board member responsible for overseeing the finances of the charity) can only serve a maximum of 4 consecutive years. If the charity has not appointed any governing board member to oversee its finances, it will be presumed that the Chairman oversees the finances of the charity."	1.1.7	Complied	



S/N	Code guideline	Code ID	Response (select whichever is applicable)	Explanation (if Code guideline is not complied with)
5	All governing board members must submit themselves for re-nomination and re-appointment, at least once every 3 years.	1.1.8	Complied	
6	The Board conducts self evaluation to assess its performance and effectiveness once during its term or every 3 years, whichever is shorter.	1.1.12	Complied	
	Is there any governing board member who has served for more than 10 consecutive years? (skip item 7 if "No")		No	
7	The charity discloses in its annual report the reasons for retaining the governing board member who has served for more than 10 consecutive years.	1.1.13	NA	
8	There are documented terms of reference for the Board and each of its committees.	1.2.1	Complied	
Conflict of Interest				
9	There are documented procedures for governing board members and staff to declare actual or potential conflicts of interest to the Board at the earliest opportunity.	2.1	Complied	
10	Governing 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 charity's activities are in line with the charity's objectives.	3.2.2	Work in progress	
12	There is a documented plan to develop the capacity and capability of the charity and the Board monitors the progress of the plan.	3.2.4	Work in progress	



GOVERNANCE EVALUATION CHECKLIST

S/N	Code guideline	Code ID	Response (select whichever is applicable)	Explanation (if Code guideline is not complied with)
Human Resource and Volunteer² Management				
13	The Board approves documented human resource policies for staff.	5.1	Complied	
14	There is a documented Code of Conduct for governing board members, staff and volunteers (where applicable) which is approved by the Board.	5.3	Complied	
15	There are processes for regular supervision, appraisal and professional development of staff.	5.5	Complied	
	Are there volunteers serving in the charity? (skip item 16 if "No")		Yes	
16	There are volunteer management policies in place for volunteers.	5.7	Complied	
Financial Management and Internal Controls				
17	There is a documented policy to seek the Board's approval for any loans, donations, grants or financial assistance provided by the charity which are not part of the charity's core charitable programmes.	6.1.1	Complied	
18	The Board ensures that internal controls for financial matters in key areas are in place with documented procedures.	6.1.2	Complied	
19	The Board ensures that reviews on the charity's internal controls, processes, key programmes and events are regularly conducted.	6.1.3	Complied	
20	The Board ensures that there is a process to identify, and regularly monitor and review the charity's key risks.	6.1.4	Complied	
21	The Board approves an annual budget for the charity's plans and regularly monitors the charity's expenditure.	6.2.1	Complied	



S/N	Code guideline	Code ID	Response (select whichever is applicable)	Explanation (if Code guideline is not complied with)
	Does the charity invest its reserves (e.g. in fixed deposits)? (skip item 22 if "No")		Yes	
22	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 financial year? (skip item 23 if "No")		Yes	
23	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 financial year? (skip item 24 if "No")		Yes	
24	All donations in kind received are properly recorded and accounted for by the charity.	7.2.3	Complied	
Disclosure and Transparency				
25	The charity discloses in its annual report — (a) the number of Board meetings in the financial year; and (b) the attendance of every governing board member at those meetings.	8.2	Complied	
	Are governing board members remunerated for their services to the Board? (skip items 26 and 27 if "No")		No	
26	No governing board member is involved in setting his own remuneration.	2.2	NA	

GOVERNANCE EVALUATION CHECKLIST

S/N	Code guideline	Code ID	Response (select whichever is applicable)	Explanation (if Code guideline is not complied with)
27	The charity discloses the exact remuneration and benefits received by each governing board member in its annual report. OR The charity discloses that no governing board member is remunerated.	8.3	NA	
	Does the charity employ paid staff? (skip items 28, 29 and 30 if "No")		Yes	
28	No staff is involved in setting his own remuneration.	2.2	Complied	
29	The charity discloses in its annual report (a) the total annual remuneration for each of its 3 highest paid staff who each has received remuneration (including remuneration received from the charity's subsidiaries) exceeding \$100,000 during the financial year; and (b) whether any of the 3 highest paid staff also serves as a governing board member 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 paid staff receives more than \$100,000 each in annual remuneration.	8.4	Complied	



S/N	Code guideline	Code ID	Response (select whichever is applicable)	Explanation (if Code guideline is not complied with)
30	<p>The charity discloses the number of paid staff who satisfies all of the following criteria:</p> <p>(a) the staff is a close member of the family³ belonging to the Executive Head⁴ or a governing board member of the charity;</p> <p>(b) the staff has received remuneration exceeding \$50,000 during the financial year.</p> <p>The information relating to the remuneration of the staff must be presented in bands of \$100,000. OR The charity discloses that there is no paid staff, being a close member of the family³ belonging to the Executive Head⁴ or a governing board member of the charity, who has received remuneration exceeding \$50,000 during the financial year.</p>	8.5	Complied	
Public Image				
31	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	

Notes:

¹ Staff: Paid or unpaid individual who is involved in the day to day operations of the charity, e.g. an Executive Director or administrative personnel.

² Volunteer: A person who willingly serves the charity without expectation of any remuneration.

³ Close member of the family: A family member belonging to the Executive Head or a governing board member of a charity

(a) who may be expected to influence the Executive Head's or governing board member's (as the case may be) dealings with the charity; or

(b) who may be influenced by the Executive Head or governing board member (as the case may be) in the family member's dealings with the charity.

A close member of the family may include the following:

(a) the child or spouse of the Executive Head or governing board member;

(b) the stepchild of the Executive Head or governing board member;

(c) the dependant of the Executive Head or governing board member.

(d) the dependant of the Executive Head's or governing board member's spouse.

⁴ Executive Head: The most senior staff member in charge of the charity's staff.

 Declaration

I declare that my charity's / IPC's governing Board has approved this Governance Evaluation Checklist and authorised me to submit on its behalf. All information given by me in this checklist submission is true to the best of my knowledge and I have not wilfully suppressed any material fact. The full responsibility for providing accurate and updated checklist information will rest with my charity's / IPC's governing Board.

CONTACT US

ELDERLY SERVICES

THK Indus Moral CARE

Blk 79 Indus Rd #01-451
Singapore 161079
Tel: 6276 3283

THK Seniors Activity Centre @ Ang Mo Kio 257

Blk 257 Ang Mo Kio Ave 4
#01-67 Singapore 560257
Tel: 6459 9139

THK Seniors Activity Centre @ Ang Mo Kio 645

Blk 645 Ang Mo Kio Ave 6
#01-4937 Singapore 560645
Tel: 6554 7298

THK Seniors Activity Centre @ Ang Mo Kio 208

Blk 208 Ang Mo Kio Ave 1
#01-1019 Singapore 560208
Tel: 6456 2611

THK Seniors Activity Centre @ Boon Lay

Blk 190 Boon Lay Drive
#01-242 Singapore 640190
Tel: 6264 6065

THK Seniors Activity Centre @ Bukit Merah View

Blk 118 Bukit Merah View
#02-101 Singapore 150118
Tel: 6276 4761

THK Seniors Activity Centre @ Henderson (Satellite 93)

Blk 93 Henderson Rd
#01-210 Singapore 150093
Tel: 6273 8291

THK Seniors Activity Centre @ Kaki Bukit

Blk 509B Bedok North St 3
#02-157 Singapore 462509
Tel: 6241 6691

THK Seniors Activity Centre @ MacPherson

Blk 90 Pipit Rd #01-103
Singapore 370090
Tel: 6745 6696

THK Seniors Activity Centre @ Telok Blangah Crescent

Blk 3 Telok Blangah Crescent
#01-504 Singapore 090003
Tel: 6276 1216

THK Seniors Activity Centre @ Toa Payoh 31

Blk 31 Lor 5 Toa Payoh
#01-663 Singapore 310031
Tel: 6250 3827

THK Seniors Activity Centre @ Toa Payoh 15

Blk 15 Lor 7 Toa Payoh
#01-579 Singapore 310015
Tel: 6251 6504

THK Seniors Activity Centre @ Cassia

Blk 52 Cassia Crescent
#01-155 Singapore 390052
Tel: 6917 2507

THK Bedok Radiance Seniors Activity Centre

Blk 12 Bedok South Ave 2
#01-610 Singapore 460012
Tel: 6242 2483

THK Seniors Activity Centre @ Beo Crescent

Blk 44 Beo Crescent
#01-67 Singapore 160044
Tel: 6376 3023

THK Seniors Activity Centre @ Fengshan 101

Blk 101 Bedok North Ave 4
#01-1958 Singapore 460101
Tel: 6208 2653

THK Seniors Activity Centre @ Fengshan 114

Blk 114 Bedok North Street 2
#01-240 Singapore 460114
Tel: 6245 6993

THK Young at Heart

Blk 650 Ang Mo Kio St 61
#01-09 Yio Chu Kang Vista
Singapore 560650
Tel: 6556 4833

THK Home Help Service East

2 Chai Chee Lane
Singapore 469030
Tel: 6242 8103

THK Home Help Service West

Blk 152 Mei Ling St
#01-08 Singapore 140152
Tel: 6473 6113

THK CREST @ Central (Beo Crescent)

Block 44 Beo Crescent
#01-57 Singapore 160044
Tel: 6924 2951

THK CREST @ North (Chong Pang)

Blk 131 Yishun St 11
#01-235 Singapore 760131
Tel: 6690 0110

THK Seniors Group Home @ Pipit

Blk 93 Paya Lebar Way
#01-3057 Singapore 370093
Tel: 8718 8250



THK Seniors Group Home

@ Ang Mo Kio 257
Blk 257 Ang Mo Kio Ave 4
#01-67 Singapore 560257
Tel: 6459 9139

**THK Seniors Group Home
@ Indus**

Blk 79 Indus Rd #01-451
Singapore 161079
Tel: 6276 3283

**THK Seniors Services
@ Taman Jurong**

Blk 337 Tah Ching Rd
#01-01 Singapore 610337
Tel: 6795 1185

**THK Social Service Hub
@ Chong Pang**

Blk 131 Yishun St 11
#01-235 Singapore 760131
Tel: 6690 0110

THK Chong Pang Wellness Centre

Blk 131 Yishun St 11
#01-237 Singapore 760131
Tel: 6690 0114

**THK Social Service Hub
@ Chinatown Point**

133 New Bridge Rd #04-04
Chinatown Point
Singapore 059413
Tel: 6589 0690

**THK Social Service Hub
@ Bukit Batok East**

Blk 235 Bukit Batok East Ave 5
#01-21 Singapore 650235
Tel: 6566 5303

**THK Cluster Support
@ Ang Mo Kio**

Blk 650 Ang Mo Kio St 61
#01-09 Yio Chu Kang Vista
Singapore 560650
Tel: 6556 4833

THK Cluster Support

@ Bukit Merah
Blk 44 Beo Crescent
#01-57 Singapore 160044
Tel: 6924 2951

**THK Cluster Support
@ Geylang**

Blk 93 Paya Lebar Way
#01-3057 Singapore 370093
Tel: 6846 1228

**THK Cluster Support
@ Bedok**

Blk 13 Bedok South Rd
#01-625 Singapore 460013
Tel: 6241 8171

**CARE FROM YOUR
COMMUNITY
PROGRAMME****THK Care From your
Community (Ang Mo Kio)**

Blk 257 Ang Mo Kio Ave 4
#01-67 Singapore 560257
Tel: 6926 5329

**THK Care From your
Community (Beo Crescent)**

Blk 44 Beo Crescent
#01-57 Singapore 160044
Tel: 6924 0375

**THK Care From your
Community (Bedok)**

Blk 13 Bedok South Rd
#01-625 Singapore 460013
Tel: 6241 8171

**THK Care From your
Community (MacPherson)**

Blk 90 Paya Lebar Way
#01-103 Singapore 370090
Tel: 6917 3162

**THK Care From your
Community (Telok Blangah
Crescent)**

Blk 4 Telok Blangah Crescent
#01-460 Singapore 090004
Tel: 6917 8469

**COMMUNITY
BEFRIENDING
PROGRAMME****THK Community Befriending
Programme (Boon Lay)**

Blk 190 Boon Lay Drive
#01-242 Singapore 640190
Tel: 6246 6065

**THK Community Befriending
Programme (MacPherson)**

90 Pipit Road #01-3057
Singapore 370090
Tel: 6846 1228

**THK Community Befriending
Programme (Toa Payoh / Chong
Pang / Yio Chu Kang)**

Blk 650 Ang Mo Kio St 61
#01-09 Yio Chu Kang Vista
Singapore 560650
Tel: 6556 4833

**THK Community Befriending
Programme (Taman Jurong)**

Blk 337 Tah Ching Rd
#01-01 Singapore 610337
Tel: 6795 1185

**THK Community Befriending
Programme (Bukit Batok East)**

Blk 235 Bukit Batok East Ave 5
#01-21 Singapore 650235
Tel: 6566 5303

FAMILY SERVICES**THK Family Service Centre
@ Bedok North**

Blk 554 Bedok North St 3
#01-241 Singapore 460554
Tel: 6449 1440

**THK Family Service Centre
@ MacPherson**

Blk 91 Paya Lebar Way
#01-3023 Singapore 370091
Tel: 6741 4255

**THK Family Service Centre
@ Tanjong Pagar**

Blk 18 Jalan Membina
#04-01 Singapore 164018
Tel: 6270 6711

**THK Family Service Centre
@ Jurong**

Blk 183B Boon Lay Ave
#01-716 Singapore 642183
Tel: 6716 9466

**THK Family Service Centre
@ Bukit Panjang**

Blk 139 Petir Rd #01-448
Singapore 670139
Tel: 6767 1740

**THK Centre for Family Harmony
@ Circuit**

Blk 37 Circuit Rd #02-455
Singapore 370037
Tel: 6747 7514

**THK Centre for Family Harmony
@ Commonwealth**

Blk 54 Commonwealth Drive
#01-566 Singapore 142054
Tel: 6357 9188

DISABILITY SERVICES**THK Home For Disabled @ Eunos
THK Hostel For Disabled @ Eunos
THK Home For Disabled Adults
@ Eunos**

20 Jalan Eunos Singapore 419494
Tel: 6745 9926

**THK Home For Disabled Adults
@ Chai Chee & Day Activity Centre**

2 Chai Chee Lane
Singapore 469030
Tel: 6441 7640

**THK Home for Disabled
@ Sembawang**

7 Sembawang Walk
Singapore 756977
Tel: 6208 8128

**THK Autism Centre
@ Geylang Bahru**

Blk 72 Geylang Bahru
#01-3018 / 3032
Singapore 330072
Tel: 6906 7106

CHILDREN SERVICES**THK EIPIIC Centre
@ Choa Chu Kang**

Blk 606 Choa Chu Kang St 62
#01-139 Singapore 680606
Tel: 6762 9125

**THK EIPIIC Centre
@ Woodlands**

Blk 716 Woodlands Drive 70
#01-124 Singapore 730716
Tel: 6362 5371

**THK EIPIIC Centre
@ Tampines**

Blk 424 Tampines St 41
#01-188 Singapore 520424
Tel: 6783 5338

**THK EIPIIC Centre
@ Ang Mo Kio**

Blk 313 Ang Mo Kio Ave 3
#01-2322 Singapore 560313
Tel: 6499 9379

THERAPY SERVICES**THK Therapy Hub**

150A Mei Chin Rd #02-01
Singapore 140150
Tel: 6471 4270

**THK Children Therapy Centre
@ Queenstown**

150A Mei Chin Rd #02-01
Singapore 140150
Tel: 6471 4270

**THK Children Therapy Centre
@ MacPherson**

Blk 121 Paya Lebar Way
#01-2859 Singapore 381121
Tel: 6805 9480

**THK Pan-Disability Centre
@ Eunos**

Blk 3 Eunos Crescent
#01-2577 Singapore 400003
Tel: 6846 1171

**REHABILITATION
& WELLNESS CENTRE****THK Seniors Activity Centre
@ Ang Mo Kio 257**

Blk 257 Ang Mo Kio Ave 4
#01-67 Singapore 560257
Tel: 6459 9139

**HOME CARE
SERVICES****THK Home Health Services
THK Home Personal Care Services
THK Interim Caregiver Services**

Blk 131 Yishun St 11
#01-235 Singapore 760131
Tel: 6690 0110





For the map of the programmes and services provided by THK, please scan the QR code above



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