

# THE HEART THAT GIVES, GATHERS.



**TTSH COMMUNITY FUND**

ANNUAL REPORT | FY 2018/19  
01 APRIL 2018 TO 31 MARCH 2019

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# WHO WE ARE

*TTSH Community Fund*, the charity arm of Tan Tock Seng Hospital, was established in August 1995 to continue Mr Tan Tock Seng's legacy.

Through more than 100 programmes, we help needy patients receive the medical care required to improve their quality of life and enable them to reintegrate to the community. We also support healthcare research, innovation and training for our staff and the community to deliver better patient care.

We are funded by generous donations from individuals, companies and foundations through various fundraising initiatives and appeal letters. Our Charity is not a member of the National Council of Social Service and does not receive any funding supporting from the Community Chest.

Our Charity does not employ any staff; all manpower costs are supported by our parent company, Tan Tock Seng Hospital Pte Ltd (TTSH). Donations to our Charity are not used to defray operating costs like staff salaries or bad debts incurred by TTSH patients.

On 8 January 2014, we were incorporated as a Company Limited by Guarantee (CLG). TTSH Community Fund (UEN: 201400920N) is a registered Charity with an Institution of a Public Character (IPC) status.

## OUR LOGO

TTSH Community Fund  
*A legacy of Giving, Caring and Serving*

*TTSH Community Fund* embodies the spirit of Giving, Caring and Serving the Community. The linked "M"s forming two ribbon hearts symbolise the act of giving from "heart-to-heart" as a charity. Adopting a similar corporate red of TTSH, the ribbon hearts also signify a celebration of life and health. The word "unity" after the ribbon hearts represent the unity in spirit within our community.

## OUR VISION

Adding Years of Healthy Life.

## OUR MISSION

Building on our tradition,  
Reaching out to the community,  
Doing our best to serve, care and heal.  
Together, we aim for excellence in cost-effective healthcare, education and research.

# THE BOARD

## CHAIRMAN

Mdm Kay Kuok Oon Kwong

## DIRECTORS

Mr Deric Liang Shih Tyh

Mrs Eunice Toh

Ms Saw Phaik Hwa

Mr Seow Choke Meng

Dr Tan Chi Chiu

Mr Tan Kia Tong

Mr Yap Wai Ming

## BOARD MEETINGS HELD:

14 September 2018 (Full attendance)

7 March 2019 (Full attendance)

# EX-OFFICIO & MANAGEMENT

## EX-OFFICIO

Dr Eugene Fidelis Soh

Chief Executive Officer

Tan Tock Seng Hospital

A/Prof Thomas Lew

Chairman, Medical Board

Tan Tock Seng Hospital

## MANAGEMENT

Mrs Eunice Toh

Executive Director

TTSH Community Fund

## COMPANY SECRETARY

Ms Sito Hup Ying

(resigned on 14 September 2018)

Ms Teo Boon Khee, Samantha

(appointed on 14 September 2018)

As at 31 March 2019

# HIGHLIGHTS



## First Charity to be Data Protection Trustmark Certified

We are pleased to be the first Charity to achieve the Data Protection Trustmark (DPTM) Certification.

DPTM is awarded to organisations that demonstrate accountability for the protection of personal data entrusted to it. It is administered by the Infocomm Media Development Authority (IMDA).

Our journey to achieving DPTM started when we were invited to participate in the inaugural pilot certification exercise. A stringent assessment was conducted in late 2018. The exercise confirmed our compliance to PDPA principles and practices, and we were awarded the Data Protection Trustmark by Minister for Communications & Information, Mr S. Iswaran, in January 2019.

**Our PDPA policy on the collection, use and disclosure of personal data is reviewed annually to ensure that it remains robust and relevant.**

For more information on Data Protection Trustmark, visit [www.imda.gov.sg/dptm](http://www.imda.gov.sg/dptm).



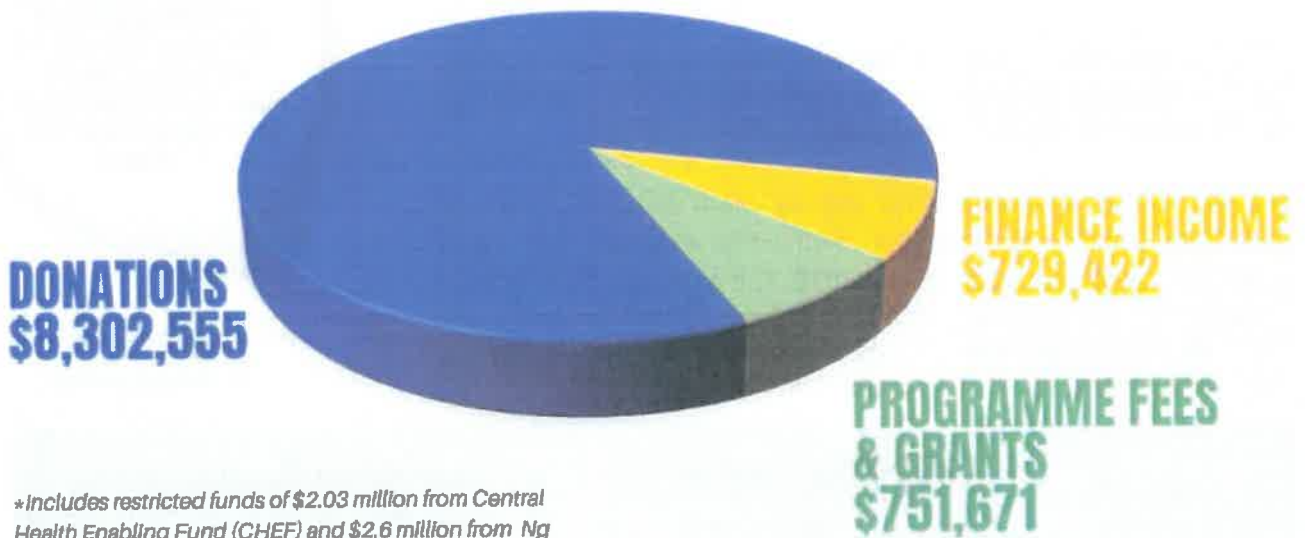
**We take the safeguarding of our stakeholders' personal data seriously. Privacy considerations and stakeholders' personal data preferences are at the centre of our daily work.**

**Hence, our donors and beneficiaries can contribute to our cause with a peace of mind, knowing that their personal data is respected, and well taken care of.**

# 2018 IN NUMBERS

THROUGH YOUR GENEROSITY, WE RECEIVED\*

## \$9,783,648



*\*includes restricted funds of \$2.03 million from Central Health Enabling Fund (CHEF) and \$2.6 million from Ng Teng Fong Healthcare Innovation Programme (NTF HIP) respectively.*

### WITH SUPPORT FROM

**338**  
INDIVIDUALS



**52**  
CORPORATES



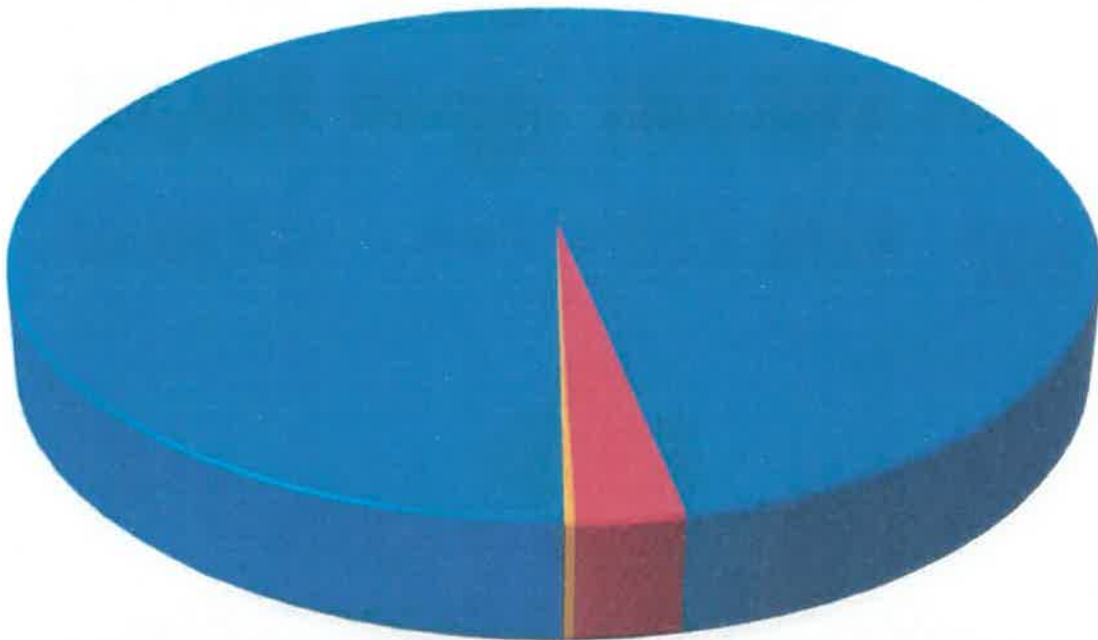
**1,014**  
DONATIONS FROM  
FUNDRAISING EVENTS



# WHERE DO OUR FUNDS GO?

**CHARITABLE  
ACTIVITIES  
EXPENSES#**

**\$2,661,549**



**GOVERNANCE  
EXPENSES#**

**\$41,665**

**FUNDRAISING  
EXPENSES**

**\$75,718**

(^FUNDRAISING EFFICIENCY RATIO 7.7%)

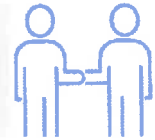
# Includes charitable activities (\$0.87 million) and governance (\$186) expenses under NTF HIP.

^ Total fundraising expenses to the total gross receipts from fundraising for FY2018.

## # CHARITABLE ACTIVITIES EXPENSES INCLUDE:



### CORE PATIENT PROGRAMME EXPENSES



**COMMUNITY REHABILITATION PROGRAMME** **\$835,170**

**PATIENT CARE CENTRE PROGRAMME** **\$185,253**

**I WANT TO GO HOME** **\$159,800**

**SOCIAL CARE FUND** **\$59,361**

**KITHC\* BREATHE WELL PROGRAMME** **\$114,922**

**OTHERS** **\$250,681**

\*Kwan Im Thong Hood Cho Temple



### TRAINING, RESEARCH, INNOVATION & GENERAL



**NG TENG FONG HEALTHCARE INNOVATION PROGRAMME** **\$867,318**

**TRAINING PROGRAMMES** **\$156,869**

**CENTRAL HEALTH ENABLING FUND** **\$16,562**

**RESEARCH PROGRAMMES** **\$14,347**

**GENERAL FUND** **\$1,266**



# OUR PROGRAMMES

## Community Rehabilitation Programme

*Community Rehabilitation Programme (CRP)* is a home rehabilitation service for low-income patients, particularly those with stroke, neurological conditions and those who are bed-bound. Most of these patients are physically unable to access services in hospitals and day rehabilitation centres, and cannot afford private home rehabilitation services.

We help patients improve their mobility and integrate back into society through home management and rehabilitation programmes tailored to their needs. These include teams of health providers going to patients' homes to deliver therapy services.

Going forward, CRP will also be helping patients who are on the Home Ventilation and Respiratory Support Scheme (HVRSS).

Our Community Health Teams within the community enables needy, frail patients to access rehabilitation services instead of coming to the hospital.





## Kwan Im Thong Hood Cho Temple Breathe Well Programme

Needy patients receiving aid under the Breathe Well Programme typically suffer from one or more respiratory conditions, such as chronic asthma, chronic obstructive pulmonary disease (COPD), obstructive sleep apnea, respiratory failure or even restrictive lung disease.

These patients need equipment such as oxygen concentrators, continuous positive airway pressure machines, respiratory humidifiers and other related consumables and breathing aids to help them breathe. With these equipment, patients can be discharged and go home to their loved ones, integrate back to the community and in some cases, even continue to work.

## Helping Elderly Patients (HELP) Programme

The *HELP* programme assists needy patients who are 55 years old and above, particularly those who have few or no caregivers to turn to for help. Many of these patients are unable to obtain help from mainstream financial assistance because of the age requirement or other certain criteria.

Our programme helps these patients with medical consumables such as adult diapers, milk feeds, to assistive aids like motorised wheelchairs, quad sticks, hearing aids, dentures, safety mats and grab bars to help prevent falls at home.

The assistance not only improves their quality of life and promotes independence, but also reduce hospital re-admissions.

## Iwanttogo home Fund

The IWGH Fund provides services and equipment required for the timely discharge of patients from the hospital, and in many cases, also reduces re-admissions.

As the name 'I Want To Go Home' suggests, this Fund focuses on supporting ready-to-be-discharged patients with urgent medical needs.

## NCID (National Centre for Infectious Diseases) Cares

HIV (Human Immunodeficiency Virus) has become a manageable chronic disease. With proper care, HIV patients can enjoy a life expectancy similar to that of a regular person. However, there are patients who may not be able to afford life-saving or sustaining medication.

The *National Centre for Infectious Disease Cares* (NCID Cares), formerly known as Patient Care Centre (PCC) programme, is a community-based hospital project supported by TTSH Community Fund. It helps low income HIV patients with subsidies for medication, nutritional support and essential care including laboratory investigations to monitor patients' health.

Besides medical concerns, HIV patients often have to grapple with social isolation due to discrimination and social stigma. NCID Cares runs different support groups such as the HIV Orientation Programme, AGAPE Men Support Group, Women's Support Group and Horticulture Interest Group. These support groups aim to provide a network of socio-emotional support to empower patients to live life to their fullest.

## Amputee Support Group

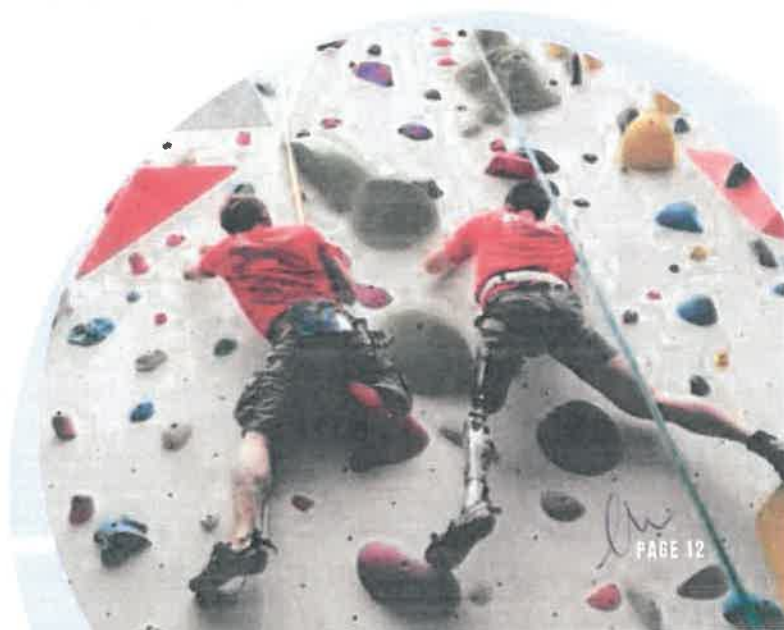


Top: ASG members enjoying a canoeing session; Bottom right: ASG members scaling a rock wall.

**Amputee Support Group (ASG)** is a collaboration between Ang Mo Kio-Thye Hua Kwan Hospital's Care and Counselling Department, and Tan Tock Seng Hospital's Rehabilitation Centre.

We fund ASG, which helps amputees maintain a social support network by addressing their psychosocial needs, thereby reducing social isolation. ASG members come from different walks of life with different stories to share.

ASG conducts monthly educational workshops, with topics ranging from anger management to maintenance of artificial limbs. It also organises outings to improve the mental and physical well-being of ASG members. These activities increase the public's awareness and acceptance of the ASG members, and at the same time increase the members' self-confidence.



# PATIENT TESTIMONIES

For patients who are less well off, managing and recovering from their conditions may be the furthest thing on their minds. Many of these needy patients worry about losing their jobs - usually their only source of income. They may then delay treatment, forgo medical essentials as they do not have enough money or do not want to become a burden to their loved ones.

This is where *TTSB Community Fund* steps in to help.

## **MR ANDY WONG BENEFICIARY, BREATHE WELL PROGRAMME**

In February 2019, Mr Andy Wong suffered a stroke and was also diagnosed with Obstructive Sleep Apnea (OSA) and heart rhythm irregularities. His first and utmost concern was the care of his 83-year-old mother, who was ill. He could not afford to stop working because he has little savings.

"Before the diagnosis and treatment of my OSA, I always wake up in the middle of the night feeling breathless, and couldn't return to sleep. At work, I couldn't concentrate and my boss was unhappy. This problem lasted six months. I was worried, because if I lose my job, there is no one else to take care of my mother."

The hospital's care team recommended the use of a breathing machine every night to manage Mr Wong's OSA. He was unable to afford it. With his financial commitment and limited support network, buying the breathing machine would wipe out his life savings.

Mr Wong was relieved when we provided financial assistance for him to purchase a breathing machine. It has helped to improve his quality of life and prevent potential re-admissions to the hospital.

*"My sleep is now uninterrupted unlike before, and I feel energised in the day. My ability to focus at work has also improved. I'm really thankful for the help because I wouldn't have been able to afford it by myself. It has helped me keep my job."*

*- Mr Andy Wong*



*"When i knew that he needed all these equipment, i thought we were in trouble. But we have received a lot of help and we are grateful for the support from TTSH Community Fund and donors for letting us have the necessary equipment to move."*

*- Mrs Wong*

**MR WONG MUN CHOW  
BENEFICIARY, MOVE PROGRAMME**

Mr Wong Mun Chow was 57 years old when he experienced a sudden weakness in his legs in August 2017. He was hospitalised and subsequently diagnosed with a neurological condition involving the inflammation of the spinal cord. This condition robbed Mr Wong of the use of his hands and legs, and also cost him his job as a cleaning supervisor.

We provided Mr Wong with the essential items for daily living including a manual wheelchair and a shower commode. With the wheelchair, Mr Wong has been able to reintegrate into the community. He attends a day care centre while his wife and children are at work and school respectively.

Although he is still reliant on his wheelchair and family for daily activities, regular rehabilitation has improved Mr Wong's condition. He is now able to stand and walk short distances with assistance.

*all*

# NG TENG FONG HEALTHCARE INNOVATION PROGRAMME



The Ng Teng Fong Healthcare Innovation Programme (NTF HIP) was established to actively drive innovation and training programmes to enhance patient care in Singapore. Funded by a generous gift from the Ng family, NTF HIP also supports initiatives to empower the community to take on an active role in the patient care journey.

## NG TENG FONG HEALTHCARE INNOVATION PROGRAMME

# HAND HYGIENE CAMPAIGN 2018

Hands are the primary means for the transmission of harmful germs in healthcare. Thus, hand washing has gained recognition as a simple and effective way to prevent bacterial infection. Today, it has become the single most important factor in preventing the spread of infection in the hospital setting.

While hand washing is simple and can be performed by everyone, the challenge is to get everyone to comply and put this into practice.

Funded by the NTF HIP, the objective of the Hand Hygiene Campaign was to inculcate in all TTSH staff, patients and visitors the Seven Steps for Hand Washing and Five Moments for Hand Hygiene approach as defined by the World Health Organization.

HAND HYGIENE CAMPAIGN 2018

DURATION  
**6 WEEKS**  
(7 MAY - 14 JUNE 2018)

HOURS  
**1,000**

REACH  
**9,227**  
(VISITORS, PATIENTS, AND TTSH STAFF)

### The five moments for hand hygiene in health care

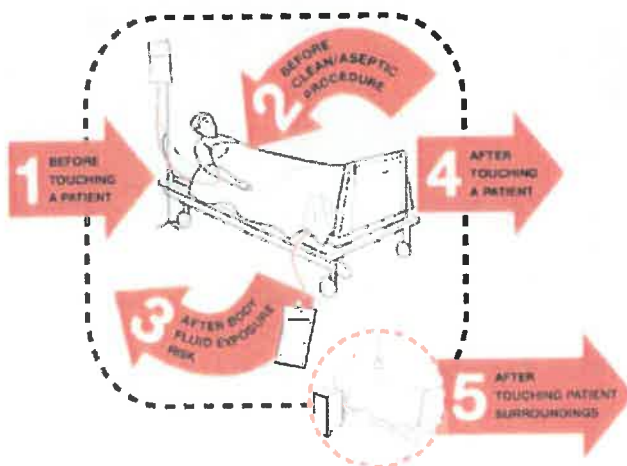


Image source: World Health Organisation's website

*"Clean Care is Safer Care" is not a choice but a basic right. Clean hands prevent patient suffering and save lives."*

*-Professor Didier Pittet,  
Lead, First Global Patient Safety  
Challenge, WHO Patient  
Safety*



# SINGAPORE PATIENT CONFERENCE 2018



Into its sixth edition, the Singapore Patient Conference (SPC) held on 19 October 2018 continues to provide a powerful platform for learning through the sharing of inspirational stories by patients, caregivers and volunteers.

Themed *Active Ageing for Life!*, key discussions focused on building a caring and inclusive society that respects and embraces seniors as an integral part of our cohesive community, and empowering them with knowledge, skills and confidence to care for one another.

Various community outreach events and a series of fringe activities were also held over seven weeks in the lead up to the main conference. These include the launch of *ARTiculate!*, a compilation of patients' art work published by our Care and Counselling department, and activities such as functional health screening and mobile mammogram for community participants.

The funding from Ng Teng Fong Healthcare Innovation Programme has enabled SPC to reach out to more than 1,700 participants through a series of community outreach activities.

# REDESIGNING GLAUCOMA CARE



A grant was awarded to create a model of community care for glaucoma patients, by enabling the self-monitoring of their eye pressure.

Known as the *Novel Clinical Programme Incorporating Glaucoma Patient Self-Monitoring of Eye Pressure*, the project commenced in January 2016 and was completed in June 2018.

Three glaucoma patient support group meetings were held to educate patients, and the iCare device for home monitoring of eye pressure was introduced.

As at the end of the financial year, 13 iCare self-monitoring devices have been acquired and 126 patient loans recorded.

In addition, a new Nurse Clinician Service was launched to facilitate eye pressure checks and provide patient education.

The above redesign of care now enables patients to monitor their glaucoma in a timely manner.

# PARTNERSHIPS

## PROJECT HONGBAO 2019

What better way to foster the spirit of giving in the younger generation than to get them to contribute some of their Lunar New Year red packet money to help the less fortunate?

Project Hong Bao involves getting primary school students to design Lunar New Year red packet (hong bao), and then putting part of their red packet money into their handmade hong baos.

Many of the students also penned their well wishes for the beneficiaries of TTSH Community Fund at the back of the hong baos.

Students from Evergreen Primary School, Fern Green Primary School, St Andrew's Junior School and Tampines Primary School took part in this meaningful project. In total, the students raised \$11,345.

*There is no joy in possession  
without sharing.*  
- Desiderius Erasmus



# INCENTIVISING MEDICAL COMPLIANCE THROUGH *DOT AND SHOP*



Patients with Tuberculosis (TB) need to receive daily treatment every day at polyclinics or the Tan Tock Seng Hospital's Tuberculosis Control Unit under the ***Directly Observed Therapy (DOT)*** programme.

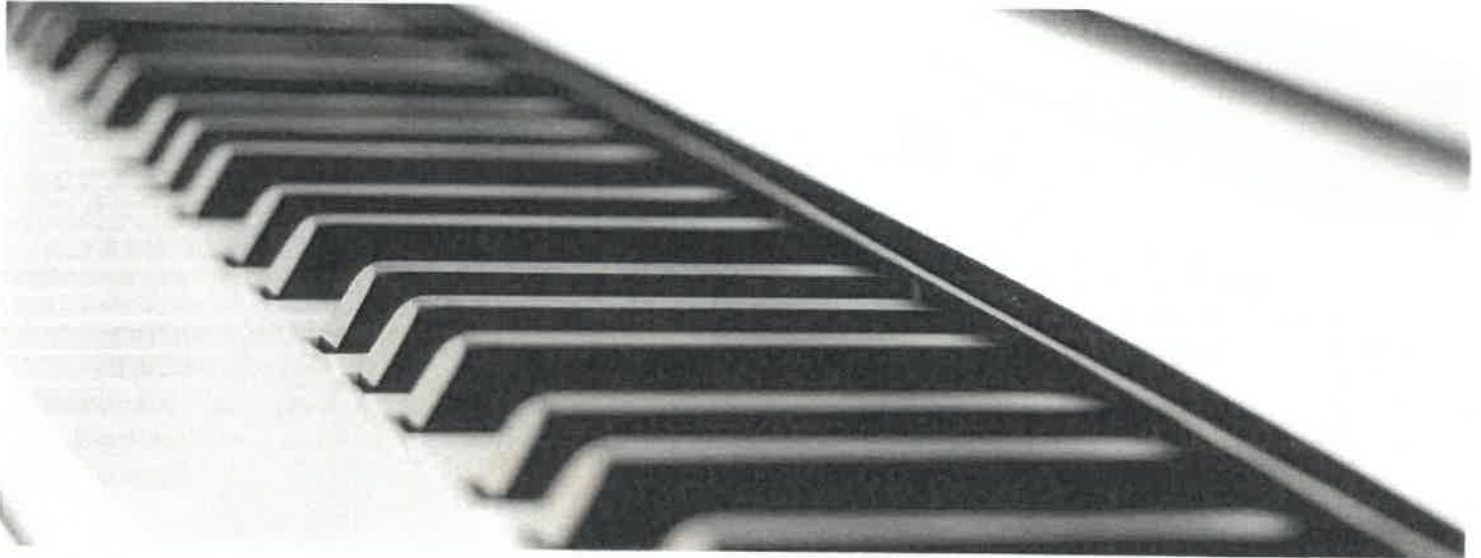
Travelling to and from the clinic daily can be time-consuming and financially draining, especially for patients who have to take time off from work every day. This can cause patients to stop treatment.

Through ***DOT and SHOP***, low income TB patients are incentivised with supermarket vouchers to encourage them to complete their treatment.

To qualify for these incentives, low income patients are required to be medically compliant, including taking all prescribed medicine and completing the entire course of treatment spanning between six to nine months. As such, ***DOT and SHOP*** has helped patients improve their health.

In March 2019, SATA CommHealth signed a new Memorandum of Understanding (MOU) with Tan Tock Seng Hospital's Tuberculosis Unit and TTSH Community Fund to expand the scope of support from SATA Commhealth to include assistance for patients' transport needs.

# SOWING A SEED TO SUPPORT END-OF-LIFE CARE



In late 2018, we partnered SEED Global Investment Pte Ltd to fundraise for our palliative care patients, through Music Therapy Programme - *Music Therapy at the End of Life (MUSE)*.

The company generously supported this programme by inviting their clients and partners to donate towards the programme using PAYNOW service provided by local banks.

This fundraising initiative and dollar-for-dollar matching from SEED Global Investment Pte Ltd raised a total of \$27,338.

Music Therapy is the systematic use of music within a therapeutic relationship to restore, maintain and further emotional, physical and mental health.

It has been shown to alleviate pain, relieve symptoms, lessen anxiety and depression, enhance communication and improve mood.

The social and communicative nature of music can bring positive changes to our palliative care patients' mood, and encourage emotional release. Through MUSE, our palliative care patients are able to better express their feelings and emotions, which may sometimes be difficult to communicate through words.

PARTNERSHIPS

# SHAPING TOWARDS A GOOD CAUSE



Last October, a group of artists from all walks of life came together to support our beneficiaries. They held the Ceramic Circle Exhibition with the theme 'Earth' at the Tan Tock Seng Hospital Atrium, selling their beautiful and unique ceramic pieces.

A total of 29 ceramic pieces were sold, and \$1,691 was raised. This is testament that doing good can be incorporated into the many aspects of our lives.

# MAKING CHARITY FASHIONABLE

What does luxury fashion retailer, TOD'S Singapore Pte Limited and TTSH Community Fund have in common? We share the same vision to support patients who have fallen through the cracks.

TOD'S Singapore organised a charity sale at its stores for two seasons in April and October 2018, and donated \$15,000 to support our **Dedicated to AIDS/HIV Women's Needs (DAWN) programme.**

DAWN looks after the physical and emotional well-being of women living with HIV/Aids, as well as provides support for their families. Through various programmes such as *medication, food and nutrition, women's support group* as well as the *sponsored patient worker scheme*, our patients find strength in their lives, and cope better with their condition.



TOD'S & TTSH Community Fund cordially invite you to a special shopping weekend in benefit of DAWN (Dedicated to AIDS/HIV Women's Needs) a program under the TTSH Community Fund

**Saturday to Sunday, April 21 - 22, 2018**

**A special discount can be enjoyed and part of the sales will be donated to DAWN**

**TOD'S BOUTIQUES**

Unit 01-48, Paragon  
Unit 01-108, The Shoppes at Marina Bay Sands  
Level 2, Takashimaya Department Store

You can find more information about the DAWN program on their website: <https://www.ttsh.com.sg/fcc/>

# TTSH STAFF FUNDRAISING

## A CELEBRATION OF LIFE WORTH LIVING!

*Gobi March by colleagues turned friends*



What started out as a promise between friends to join a desert race at the turn of 50 years old culminated in the raising of a whopping \$86,103 for beneficiaries of TTSH Community Fund.

TTSH Staff Lee Sow Fong, Dominic Tung and Ray Loh embarked on a seven-day march in the Gobi desert, Mongolia from 29 July to 4 August 2018.

The Gobi March traces the footsteps of the great Genghis Khan. Competitors had to carry mandatory items on backpacks weighing an average of 9kg throughout the seven-day endurance footrace as they overcome undulating terrain, mud, rain and extreme weather.

The trio went the gruelling 250km all for a good cause. The donations were channeled to the **Help Me Go Home Programme** and the **Programme for All-Inclusive Care for the Terminally ill (PACT)**.

# SOUNDBITES

*"Right from the start we intended to use our trip to help raise funds for TTSH Community Fund colleagues, behind the scene for our patients. We hope our little effort will in a small way support the work that they are doing."*

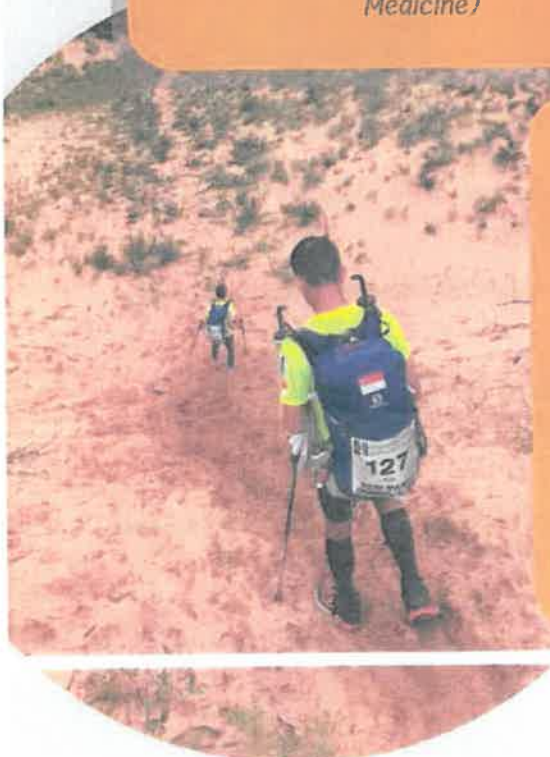
*- Dominic Tung  
(Assistant Director, Human Resource - Wellness)*

*"Do it while I can' was my motto. The training and marching journey was onerous, and I would not have done it without Dominic and Ray's ardent support."*

*- Lee Sow Fong  
(Senior Manager, Surgery -  
Anaesthesiology, Intensive Care & Pain  
Medicine)*

*"I was thinking that the whole fundraising project was just about our team trying to do some publicity and getting the public to make some donations. In the end, I was overwhelmed by the enthusiasm and support from the members of the fund. They have shown how committed they are in fundraising and how appreciative they are to others helping to raise funds. Above all, they are doing it for the benefit of others. My contribution is nothing compared to theirs."*

*- Ray Loh  
(Senior Physiologist, Surgery - Orthopaedic)*





# FRUTTI TUTTI CHARITY SALE

by TTSH Hospitality & Environmental Services (F&B)



Our F&B services team organised a 'Frutti Tutti' charity sale of a refreshing fruit tea and fresh fruits to fundraise for us on 27 July 2018. Support from hospital staff was strong, with many of them turning up early to queue for the fruit tea, which was specially curated by the chef and dietitians.

To add an element of excitement, donors who contributed more than five dollars (\$5) stand a chance to win attractive lucky draw prizes. True to the saying of 'Give and you shall receive', five lucky staff who supported the campaign walked away with exciting prizes.

Through *Frutti Tutti*, \$4,331 was raised and all proceeds were donated to us. What better way to bond a team than a creative campaign for a good cause!

*The team that fundraises together stays together!*

*"The F&B Services team wanted to raise awareness on the Whole-Of-Government Healthier Drinks Policy amongst TTSHians. The recipe for our Tropical Crush Fruit Tea is specially curated by our chefs and dietitians. We hope to encourage our staff to consume fruits and healthier drinks. Not only were we able to raise funds for a good cause, we also fostered stronger team-spirit among the F&B Services staff, making the campaign more meaningful." - Chef Leo*

# ANOTHER MAN'S TREASURE

*Lelong Lelong Sale by Corporate Communications*

Our Corporate Communications department set up a *Lelong Lelong* stall selling an array of preloved items at the Spring Market between 23 to 25 January 2019, raising over \$7,500 for needy patients.

Prior to this, the team had organised a hospital-wide donation drive to collect pre-loved items that were still in mint condition. Many had responded to the call and generously stepped forward to contribute their items. Good quality clothes, bags, trinkets and other interesting items were up for grabs at affordable prices at the *Lelong Lelong* stall.

Through this campaign, staff were able to declutter for a good cause while finding new owners for their preloved items.

All proceeds from the *Lelong Lelong* sale were donated to help patients-in-need, and to support research, training and innovation to deliver better patient care. .

What a great way to fundraise!



# BALANCE SHEET

## AS AT 31 MARCH 2019

	<b>2019</b>	<b>2018</b>
	\$	\$
<b>Assets</b>		
Other investments	30,075,030	29,696,220
<b>Non-current asset</b>	<u>30,075,030</u>	<u>29,696,220</u>
<b>Cash and cash equivalents</b>	39,817,943	33,131,861
Interest receivables	132,810	77,844
Prepayments	1,050	2,550
<b>Current assets</b>	<u>39,951,803</u>	<u>33,212,255</u>
<b>Total assets</b>	<u>70,026,833</u>	<u>62,908,475</u>
<b>Liabilities</b>		
Trade and other payables	738,627	624,985
Grant received in advance	16,478	16,478
<b>Current and total liabilities</b>	<u>755,105</u>	<u>641,463</u>
<b>Net assets</b>	<u>69,271,728</u>	<u>62,267,012</u>
<b>Funds:</b>		
<b>Restricted funds</b>		
<b>Main Fund</b>		
Needy Patients Fund	4,714,675	4,478,274
Medical Education Fund	2,035,592	1,979,202
Medical Research Fund	719,514	728,260
Patient Care Fund	2,556,500	2,171,877
Central Health Enabling Fund	4,020,028	2,006,582
Ng Teng Fong Healthcare Innovation Programme	49,888,009	48,173,557
	<u>63,934,318</u>	<u>59,538,752</u>
<b>Unrestricted fund</b>		
General Fund	5,337,410	2,728,260
<b>Total Fund</b>	<u>69,271,728</u>	<u>62,267,012</u>

Please refer to audited financial statement for full details.

# STATEMENT OF COMPREHENSIVE INCOME & EXPENDITURE

## YEAR ENDED 31 MARCH 2019

	Note	2019				2018			
		Restricted Funds		Unrestricted Funds	Total Funds	Restricted Funds		Unrestricted Funds	Total Funds
		Ng Teng Fong Healthcare Innovation Program	Main Fund	Main Fund (General)		Ng Teng Fong Healthcare Innovation Program	Main Fund	Main Fund (General)	
		\$	\$	\$	\$	\$	\$	\$	\$
<b>Incoming resources</b>									
<b>Incoming resources from:</b>									
- Voluntary income	8	2,000,000	9,090,994	2,227,155	7,818,149	2,000,000	4,558,467	2,264,869	8,823,336
- Income from fund-raising activities	9	-	532,479	451,927	984,406	-	616,562	149,769	766,331
Grant income	-	-	250,000	-	250,000	-	150,071	-	150,071
Government subvention	-	-	207,997	-	207,997	-	216,448	-	216,448
Incoming resources from charitable activities	-	-	293,797	597	294,394	-	308,573	3,184	911,757
<b>Total incoming resources</b>		<b>2,000,000</b>	<b>4,374,547</b>	<b>2,679,679</b>	<b>9,054,226</b>	<b>2,000,000</b>	<b>5,850,121</b>	<b>2,417,822</b>	<b>10,267,943</b>
<b>Resources expended</b>									
<b>Costs of generating funds:</b>									
- Fund-raising expenses	9	-	-	(75,718)	(75,718)	-	(25,905)	(18,952)	(43,657)
Charitable activities		(867,318)	(1,792,965)	(1,266)	(2,661,549)	(1,136,976)	(1,783,117)	(5,671)	(2,875,164)
Governance costs		(186)	(7,091)	(34,388)	(41,665)	(600)	(8,998)	(19,473)	(29,071)
<b>Total resources expended</b>		<b>(867,504)</b>	<b>(1,800,056)</b>	<b>(111,372)</b>	<b>(2,778,932)</b>	<b>(1,136,976)</b>	<b>(1,767,420)</b>	<b>(43,496)</b>	<b>(2,947,892)</b>
Finance income	10	581,956	106,623	40,843	729,422	1,319,102	48,463	9,525	1,377,090
<b>Net incoming resources</b>	11	<b>1,714,452</b>	<b>2,681,114</b>	<b>2,609,150</b>	<b>7,004,716</b>	<b>2,182,126</b>	<b>4,131,164</b>	<b>2,383,851</b>	<b>8,697,141</b>
Accumulated fund brought forward		48,173,937	11,965,195	2,728,260	62,267,012	45,991,431	7,234,031	344,409	53,569,871
Accumulated fund carried forward		49,888,009	14,046,309	5,937,410	69,271,728	48,173,557	11,365,195	2,728,260	62,267,012

Please refer to audited financial statement for full details.

# RESERVES POLICY

	As at 31 Mar 2019 \$000	As at 31 Mar 2018 \$000	% Increase / (Decrease)
<b>Unrestricted Funds (Reserves)</b>	<b>5,337</b>	<b>2,728</b>	<b>95.64%</b>
<b>Restricted / Designated Funds</b>			
<b>Main Fund</b>	<b>14,046</b>	<b>11,365</b>	<b>23.59%</b>
<b>Total Funds (Main Fund) (A)</b>	<b>19,383</b>	<b>14,093</b>	<b>37.54%</b>
<b>Annual Operating Expenditure</b> <b>(Excludes fundraising expenses and expenses</b> <b>incurred from NTF HI Programme and CHEF)</b>	<b>1,778</b>	<b>1,767</b>	<b>0.62%</b>
<b>Ratio of Reserves to Annual Operating</b> <b>Expenditure for Main Fund</b>	<b>3.00</b>	<b>1.54</b>	<b>94.43%</b>
<b>Ng Teng Fong Healthcare Innovation</b> <b>Programme (B)</b>	<b>49,888</b>	<b>48,174</b>	<b>3.56%</b>
<b>Total Funds (A + B)</b>	<b>69,271</b>	<b>62,267</b>	<b>11.25%</b>

TTSH Community Fund has a Reserve Policy to provide clarity in the management of our funds and ensure we have enough resources to continue running existing programmes and support other operational needs. Major operating expenses such as administrative, manpower and operating costs are supported by our holding company, Tan Tock Seng Hospital Pte Ltd.

Our current year unrestricted funds (reserves) at \$5.34 million are only able to fund about 3 years of projected annual operating expenditure.

The fund may selectively invest its reserves subject to:

- (a) Approval from the Board;
- (b) TTSH's/ NHG's financial policies and practices; and
- (c) MOHH's Common Investment Mandate and policy.

The Board reviews the amount of reserves on a yearly basis to ensure that there are adequate funds to support key charitable programmes and operational needs.

# LIST OF RELATED ENTITIES

S/N	Name of Entity	UEN	Relationship
1	MOH Holdings Pte Ltd	198702955E	Intermediate Holding Company
2	National Healthcare Group Pte Ltd	200002150H	Intermediate Holding Company
3	Tan Tock Seng Hospital Pte Ltd	199003683N	Immediate Holding Company
4	National Skin Centre (Singapore) Pte Ltd	198801862W	Related Company
5	Central North Primary Care Network Pte Ltd (Formerly CFMC)	201229016M	Related Company
6	Hougang Family Medicine Clinic Pte Ltd	201526353R	Related Company
7	Alexandra Health Fund Ltd	201427909W	Related Company
8	National Primary Care	201228999C	Related Company
9	National Healthcare Group Community Health Centres	53267565K	Related Company
10	Yishun Community Hospital Pte Ltd	201333346W	Related Company
11	Admiralty Medical Centre - Business Unit	201618776K	Related Company
12	Alexandra Health Pte Ltd	200717564H	Related Company
13	Woodlands Health Pte Ltd	201426682D	Related Company
14	Geriatric Education and Research Institute Ltd	201502154R	Related Company
15	John Hopkins Singapore International Medical Centre Pte Ltd	199805214Z	Related Company
16	National Healthcare Group Endowment Fund	T01CC1492K	Related Company
17	National Skin Centre Health Endowment Fund	T00CC1423K	Related Company
18	Woodbridge Hospital Charity Fund	T01CC1489K	Related Company

*Note: All entities under MOH Holdings (MOHH) and National Healthcare Group (NHG) are also related companies of the charity.*

# GOVERNANCE

SN	Code Guidelines	Code ID	Response (Select Whichever is Applicable)	Explanation (If Code Guidelines is Not Complied With)
<b>Board Governance</b>				
1	Induction and orientation are provided to incoming governing board members upon joining the Board	1.1.2	Complied	
2	Are there governing board members holding staff appointments?		No	
5	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 assumed that the Chairman oversees the finances of the charity.	1.1.7	Complied	
6	All governing board members must submit themselves for re-nomination and re-appointment, at least once every 3 years.	1.1.8	Complied	
7	The Board conducts self-evaluation to assess the performance and effectiveness once during the term and every 3 years, whichever is shorter.	1.1.12	Complied	
8	Is there any governing board member who has served for more than 10 consecutive years?		No	
10	There are documented terms of reference for the Board and each of its committees.	1.2.1	Complied	
<b>Conflict of Interest</b>				
11	There are documented procedures for Board members and staff to declare actual or potential conflicts of interest to the Board at the earliest opportunity.	2.1	Complied	
12	Governing board Members do not vote or participate in decision-making on matters where they have a conflict of interest.	2.4	Complied	
<b>Strategic Planning</b>				
13	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	Complied	
<b>Human Resources &amp; Volunteer Management</b>				
14	The Board approves documented human resources policies for staff.	5.1	Not complied	There is no paid staff in the charity. All staff are from TTSH, the hospital.
15	There is documented Code of Conduct for governing board members, staff and volunteers (where applicable) which is approved by the Board.	2.3	Complied	For staff, the charity does not have a separate code. The charity leans on the policy and code of conduct of the hospital and NHG

16	There are processes for regular supervision, appraisal and professional development of staff	5 5	Complied	In accordance with the hospital's processes.
17	Are there volunteers serving in the charity?		No	
<b>Financial Management and Internal Controls</b>				
19	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	
20	The Board ensures that internal controls for financial matters in key areas are in place with documented procedures.	6 1 2	Complied	
21	The Board ensures that reviews on the charity's internal controls, processes, key programmes and events are regularly conducted	6 1 3	Complied	
22	The Board ensures that there is a process to identify, and regularly monitor and review the charity's key risks.	6 1 4	Complied	
23	The Board approves an annual budget for the charity's plans and regularly monitors the charity's expenditure	6 2 1	Complied	
24	Does the charity invest its reserves?		Yes	
25	The charity has a documented investment policy approved by the Board	6 4 3	Complied	In accordance with MOHH investment mandate.
<b>Fundraising Practices</b>				
26	Did the charity receive cash donations (solicited or unsolicited) during the financial year?		Yes	
27	All collections received (solicited or unsolicited) are properly accounted for and promptly deposited by the charity..	7 2 2	Complied	
28	Did the charity donations in kind during the financial year?		Yes	
29	All donations in kind received are properly recorded and accounted for by the charity.	7 2 3	Complied	
<b>Disclosure and Transparency</b>				
30	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	
31	Are Board members remunerated for their services to the Board?		No	
34	Does the charity employ paid staff?		No	
<b>Public Image</b>				
38	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	



# HOW YOU CAN HELP

Whether you are an individual or a company seeking Corporate Social Responsibility collaborations, it is easy to lend a hand.

## EVERY DOLLAR COUNTS!

Make an outright donation via these ways:

### ONLINE

[www.giving.sg/ttsh-community-fund](http://www.giving.sg/ttsh-community-fund)

### SCAN THE QR CODE



### SPEAK WITH US

6357 2500

### DROP US AN EMAIL

[donate@ttsh.com.sg](mailto:donate@ttsh.com.sg)

## FUNDRAISE!

**Run a campaign** among your network (family, friends, colleagues, neighbours) to raise funds. But first, establish a Memorandum of Agreement with us before proceeding.

Some examples include organising a bazaar or performance, with the sales proceeds donated to TTSH Community Fund.

*Note: Activities involving soliciting donations from members of the public require a House to House and Street Collection permit from the Singapore Police Force. We will assist you with the application.*



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TTSH Community Fund  
*A legacy of Giving, Caring and Sharing*

**TTSH Community Fund is a Company Limited by Guarantee.  
It has an Institution of a Public Character (IPC) status.**

**TTSH Community Fund  
UEI: 201400920H  
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**☎ 6357 2500**

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