



HOME NURSING FOUNDATION

93 Toa Payoh Central
Toa Payoh Central Community Building
#07 - 01, Singapore 319194

T 6854 5555
F 6255 5774
E enquiry@hnf.org.sg

W www.hnf.org.sg
f home.nursing.foundation
@ home_nursing_foundation

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HOME NURSING FOUNDATION

ANNUAL REPORT 2018/19



ANNUAL REPORT 2018/19

Home,

WHERE THE HEART IS



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Home,

WHERE THE HEART IS

Home Nursing Foundation (HNF) provides quality and affordable home care services in the comfort and privacy of our patients' homes, serving our patients wholeheartedly with full dedication and providing them with all-round support. We aim to help our patients enjoy independence and age well in their home environments, where they are most at ease. After all, home is where the heart is.

President's Message



Four years ago, the management, staff and board of HNF came together for a thorough review of HNF's work and formulated several clear but demanding aims for the future: all-round care for our patients, collaborations and partnerships, and sustained emphasis on cost efficiency. With those aims as a framework, I am pleased to report that 2018/19 was another successful year for us.

HNF made over 43,000 home-visits, providing care to nearly 4,800 patients, including over 1,800 new patients. More than 36,000 of our home-visits were nursing-care visits, while the others were medical (over 3,600), therapy (over 2,600), and social service visits. 90% of our patients are over 60 years old; roughly two-

thirds have mobility issues and are homebound. Over half of our patients are from households with monthly incomes of \$700 or lower, and a tenth of these are on government financial assistance. On average, our nurses made around 10 or 11 emergency nursing visits (after office hours) per month.

Providing all-round homecare to patients in their own homes is challenging - financially and physically. Salaries form our main cost. As patients commonly present with multiple conditions, nurses must be sufficiently experienced to assess each patient independently, devise each patient's bespoke care-plan, and adjust it as progress is made. A balance is constantly maintained between having more senior nurses who also train and mentor, junior nurses and allied health workers. Our nurses are the bedrock of HNF. This year, as an organisation that strives to stay fit for the future, we started procuring home-personal-care services for patients who needed help with daily hygiene and basic housekeeping services. These patients were usually frail elderly patients who did not have reliable home-help. The ecosystem of an elderly, unwell, financially-

challenged patient is complicated, made more so by his family (or lack of it) situation.

In the Annual Report of 2017/18, I hinted at new and exciting plans in 2019. Indeed, by September 2019, HNF will be running two new Senior Care Centres, at Hougang and Buangkok, providing day-care and dementia-care for 65-70 patients at each location. The centres are being fitted out as we speak, with "sensory walks", rehabilitation exercise machines, e-zzy chairs which recline for naps, long tables for hands-on group activities, and sight and sound equipment - according to our design brief to be everything that a clubhouse for seniors should look and feel like. We hope to be the go-to place for elderly residents who are well enough to leave their homes at least twice a week.

As our Bicentennial gift to the nation, we will shortly be rolling out on our website a series of Wellness Videos, produced through the generous sponsorship-in-kind of Dreambox Studios and the invaluable patronage of actress Ms Dawn Yeoh Yi Shan. The videos are simple everyday exercises for flexibility that all seniors can do, recipe ideas for carers, and

shopping tips for healthy-eating. We hope that our videos become a 'hit', whether with patients of HNF or not, and that viewers will start their day with our exercises. We welcome your feedback on our videos.

At the close of this financial year, Mr Ng Wai King retired as board member after 8 years and Ms Belinda Ng as co-opted board member. My thanks to each of them for their significant and valuable contributions to HNF's progress. Mr Ng has supported us as legal advisor pro bono and through his membership of the Risk and Audit Committee. Ms Ng has contributed in a Development and Volunteers role. We look forward to welcoming new co-opted board members in 2019/20.

It takes a spectrum of diverse and interdependent activity, supported by subsidies and donations, to provide care to a patient. The maximum government subsidy is 80% of "norm costs"¹. On

behalf of all the patients HNF serves, I extend warmest thanks to the many and generous donors whose charity dollars make up the shortfall between norm costs and what HNF charges as fees. We are glad that donations received for the year ended 31 March 2019 came to \$2.3 million, exceeding our target of \$2.1 million. Our youngest "fund-raisers" this year were children aged 6, who made and decorated photo sleeves and raised money through 'sponsors' for them. The photo sleeves were later presented to patients at Christmas. Our dedicated Volunteers also made it possible for us to organise 9 memorable outings for patients. In the coming year, as some subsidies taper off and costs rise², we anticipate a double challenge of fund-raising to a higher target in an increasingly competitive landscape for voluntary giving.

For all the successes our patients have scored, we remain humble in the face of disease, and ever

grateful for the support of the community, the kindness of donors and the dedication of our nurses and staff. Ultimately, it is through supporters, collaborations and patient application of strategy aligned with our purpose and values that result in better all-round care for our patients. My warmest thanks again to all our donors, and to the management and fellow board members for their whole-hearted support of this remarkable charity.

I hope you will enjoy reading our Annual Report.

Ms Priscylla Shaw
*President,
Board of Management
Home Nursing Foundation*

¹ "Norm costs" are defined as the Health Ministry's observed average costs of running Long Term Care services. Norm costs generally tend to be lower than what many Voluntary Welfare Organisations claim are the real costs of service delivery. Singaporeans who require additional help after the subsidies can apply for financial assistance such as MediFund.

² To support VWOs in their fundraising efforts and encourage Singaporeans to give generously, the Government-funded Community Silver Trust provides dollar for dollar matching of donations raised in the Long Term Care sector.

CEO's Message



Mr Neo Chuan Beng, 62, was paralysed after suffering from a bad fall and was confined to his mobility scooter ever since. He requires constant care for his sacral sores and changes of his urinary catheter. With regular visits and monitoring by our clinical team, Mr Neo is able to stay in good health and live well in the comfort of his own home.

At 89, Madam Goh Guan Kie lost the use of the right side of her body following a stroke. She became home bound and could not travel to a hospital or clinic for physiotherapy every day. Following the care plan drawn up for her and the encouragement by

our home therapist, she is finding the strength and learning to walk again in the familiarity and comfort of her home.

When the Home Nursing Foundation was established more than four decades ago, primarily to provide maternity and nursing care to women, babies and the infirm who could not easily go to a clinic, we scarcely foresaw how the need for home care would grow as our nation developed and our people matured.

What we do is more important than ever to seniors like Mr Neo and Madam Goh, who after suffering from debilitating illnesses, become frail and vulnerable, and would want nothing more than to recuperate at home, amongst their loved ones.

To this end, we at HNF continually strive to transform ourselves and our care delivery to support them. Fortunately, today, "community care" is no longer an afterthought, but takes on the vital roles of care professional, manager, counsellor, and advocate, to empower patients and their families to be independent, and

live with purpose and dignity in their community.

Partnerships and Collaborations

We forge professional partnerships with hospitals and other healthcare providers so we can build on and learn from each other's strengths -- a key strategy to continually increase our capacity and capabilities.

Among these last year were:

- A collaboration with Changi General Hospital and Bright Vision Hospital to provide seamless services for patients discharged back to the community. We also started a monthly progress meeting with CGH to coordinate care of patients who have returned home.
- Training in peritoneal dialysis (PD) for six of our nurses with the National University Hospital and National Kidney Foundation to enable us to provide PD treatments for patients at home.
- A partnership with Homage to provide home personal care services for homebound patients.

Our Work Family

Our work family is the foundation of our success.

Many join us because we are passionate about making a difference; caring for patients and their families on a long term basis and leveraging the trust and relationships to empower patients to live independently at home, despite frailty and illnesses. Our staff are purpose-driven to reach their fullest potential, even if it means making personal sacrifices to juggle work with professional education. This earnestness to learn and grow fueled staff Nurse Jiawei to pursue an Advanced Diploma in Gerontology in order to understand her elderly patients more fully. Nurse Clinician Hafidah Binte Saipollah, who is a team leader on wound care, is currently pursuing a Graduate Diploma in Wound, Ostomy and Continence Practice. The diploma sets to expand on her knowledge and skills so she can continue to guide our junior nurses in one of the crucial services we offer.

With demand for quality nursing care on the rise, recruitment is a critical activity. Last year,

“Seeing the warmth of the connections that spring up between patients, caregivers, and all of us working together hand-in-hand, we are reminded that HNF is like a large family, and Home is where the heart is.”

we explored new avenues of attracting people to the profession, taking part in the Return to Nursing Initiative with the Agency for Integrated Care, to persuade former nurses to return as community nurses. We also awarded scholarships in collaboration with the Institute of Technical Education to two student therapy assistants enrolled in the work-learn technical diploma in Rehabilitation Care.

Thank you, our friends, donors and volunteers, who give in countless ways, big and small, so we can continue to serve more patients. Last year, HNF received over \$2 million in donations and was the beneficiary of some 550 volunteers working thousands of hours to raise funds, pack hampers, wrap gifts, and take our patients to cherished activities. Not only did you contribute your

time and efforts to the foundation, many of you also met our patients face to face, to bring a personal touch and tenderness to giving.

Seeing the warmth of the connections that spring up between patients, caregivers, and all of us working together hand-in-hand, we are reminded that HNF is like a large family, and Home is where the heart is. Because of you, we are committed and confident that as a trusted healthcare partner, and a family, we can go on serving our patients and their caregivers, bringing joy to their lives in the community, one at a time.

Dr Christina Tiong
Chief Executive Officer
Home Nursing Foundation

HNF Board of Management



1



2



5



6



3



4



7



8



9



10

1. Ms Priscylla Shaw

President
Co. Director
(The Shaw Organization
Private Limited)
Date of Appointment: 1 Dec'10

2. Mr Lim Neo Chian

Vice President
Retiree
Date of Appointment: 15 Jul'14

3. Mr Tan Shong Ye

Secretary
Partner/Advisory
(PricewaterhouseCoopers LLP)
Date of Appointment: 2 May'11

4. Mrs Tan Fong May

Treasurer
Retiree
Date of Appointment: 15 Aug'13

5. Ms Joyce Ang

(Till 26 Jul'18)
Board Member
Associate Principal Counsel
(The Walt Disney Company
(Southeast Asia) Pte Ltd)
Date of Appointment: 31 Aug'07

6. A/Prof Chow Yeow Leng

Board Member
Associate Professor & Director of
Student Affairs
(National University of Singapore)
Date of Appointment: 20 Sep'10

7. Mr Ng Wai King

(Till 9 Jan'19)
Board Member
Managing Partner
(WongPartnership LLP)
Date of Appointment: 20 May'11

8. Ms Aileen Tan

Board Member
Group Chief Human
Resources Officer
(Singtel)
Date of Appointment: 22 Sep'09

9. Ms Goh Shuet-Li

Board Member
Director
(La Putri Pte Ltd)
Date of Appointment: 9 Feb'15

10. Mrs Deby Saroujiyu Pala Krishnan

Board Member
Retiree
Date of Appointment: 20 Sep'16

11. Ms Belinda Ng

(Till 31 Mar'19)
Co-Opted
Board Member
Retiree
Date of Appointment: 27 Jul'17



11



12



13



14

12. Ms Lilian Tham

Board Member
Head of Operations & Technology,
Asia Pacific Chief Operating Officer,
Singapore
(Schroders Investment Management)
Date of Appointment: 17 Apr'17

14. Prof Peter Lim

Board Advisor
Group Chief Risk Officer
(Singhealth Group)

13. Ms Charmaine Chow

Co-Opted
Board Member
Executive Director, Group Compliance
(United Overseas Bank)
Date of Appointment: 21 Jan'18

Senior Management

Ms Gladis Tern
Head, Finance

Ms Geraldine Cheong
Head, Operations &
Special Projects

Dr Christina Tiong
Chief Executive Officer
Date of Appointment: 10 Jan'18

Ms Chiang Jiarong
Team Lead, Home Therapy



Ms Chan Mei Mei
Director of Nursing

Ms Janice Lim
Head, Communications
& Development

Mr Malcolm Lau
Head, Management
Information System

Ms Felicia See
Head, Human Resource
& Administration

Footnote: Absent with apologies
Mr Brandon Ow, Acting Head, Social Welfare

Our Year in Numbers

4,715

Number of patients served in FY2018/19



1,850

Number of new patients admitted in FY2018/19



HOME NURSING



36,317

Number of home nursing visits made in FY2018/19



4,241

Number of home nursing patients served in FY2018/19

Top 5 home nursing procedures provided to patients in FY2018/19



13,173

Wound care



6,771

Nasogastric tube management



2,952

Change of catheter



5,530

Medication management



1,569

Chronic illness management



43,078*

Number of home visits made for home nursing, medical and therapy collectively in FY2018/19

** Inclusive of caregiver training home visits*



4,424*

Number of referrals received in FY2018/19

** There is a slight decrease in referral numbers due to a recent revision in our discharge policy. More details can be found inside this Annual Report.*

HOME MEDICAL



3,686

Number of home medical visits made in FY2018/19



1,584

Number of home medical patients served in FY2018/19

HOME THERAPY



2,628

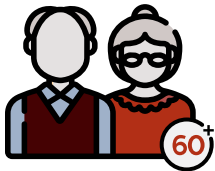
Number of home therapy visits made in FY2018/19



224

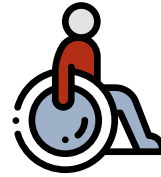
Number of home therapy patients served in FY2018/19

PROFILE OF HNF PATIENTS



4,239

Number of patients
age 60 and above



2,927

Number of patients who
are bed bound or have
mobility issues



2,449

Number of patients with
household income of
below \$700



4,049

Number of patients with
household income of
below \$2,600



449

Number of patients
on financial assistance

ORGANISATIONAL PROFILE



Number of extended-hours emergency nursing visits made in FY2018/19

129

Extended-hours emergency nursing visits are defined as ad-hoc visits performed from 5.30pm to 9pm upon patients' requests.

Patients discharged due to Care Goal Met



194

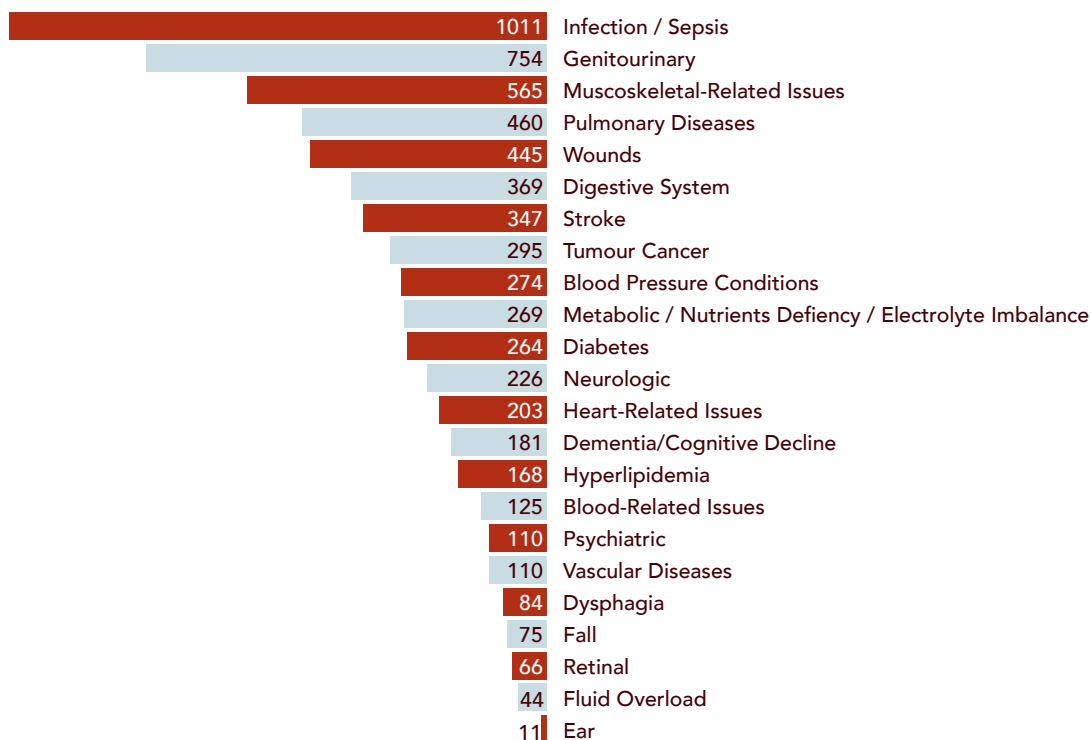
Number of patients discharged (HN) due to wound healed



46

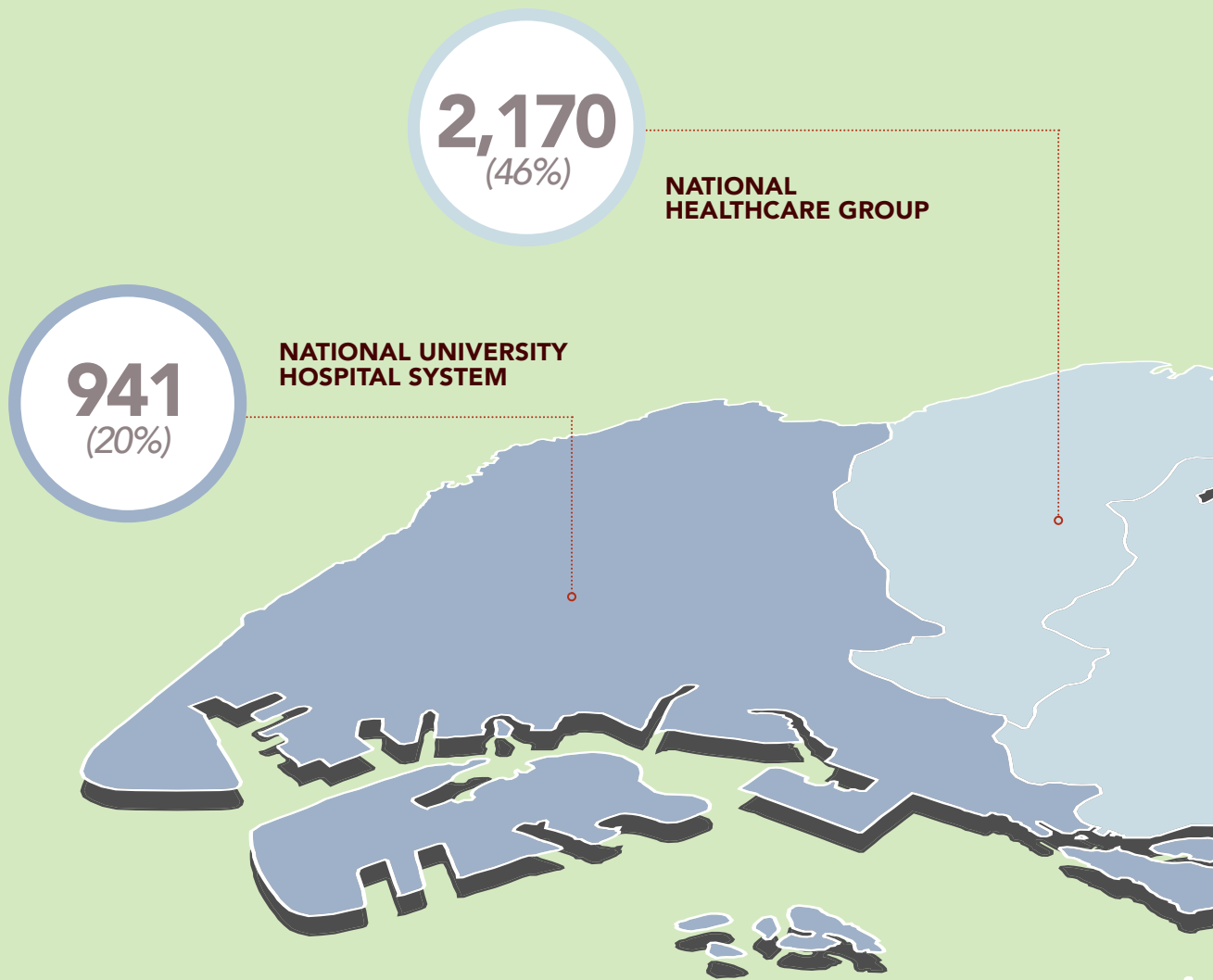
Number of patients discharged (HT) due to goal met

PATIENT DIAGNOSIS PROFILE



Service Breakdown by Zone

Number of HNF patients staying in each Regional Health System (RHS)

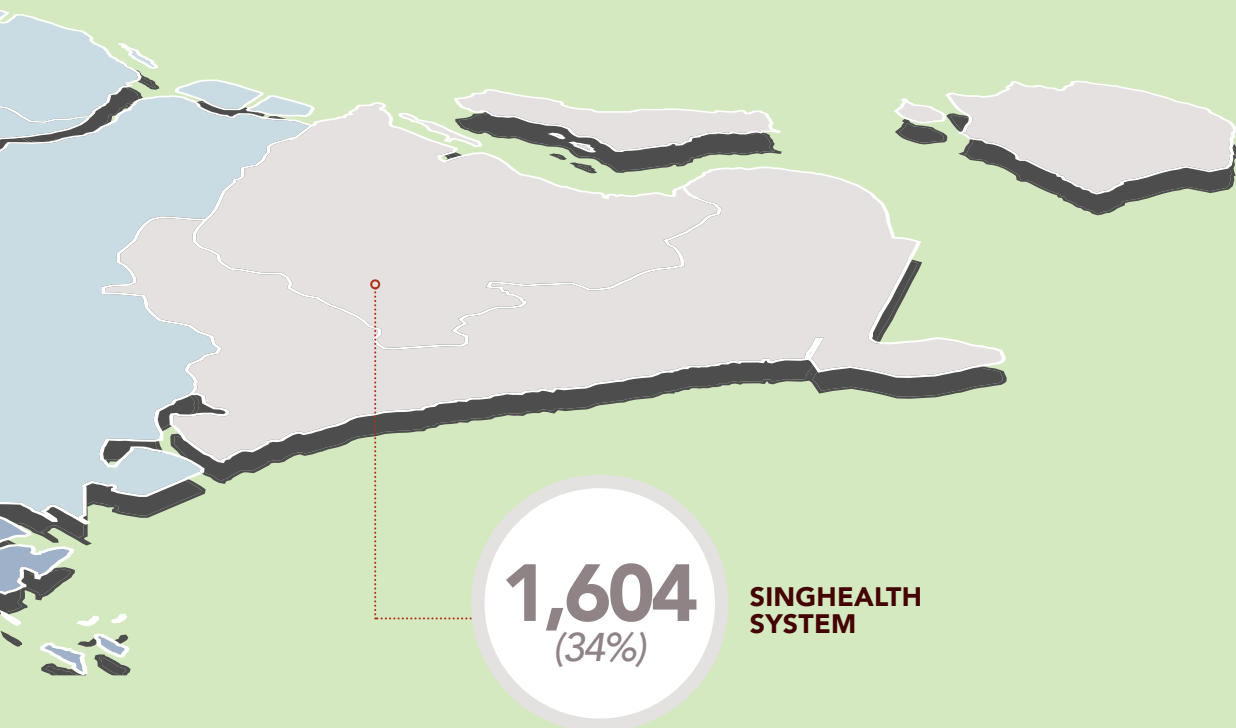
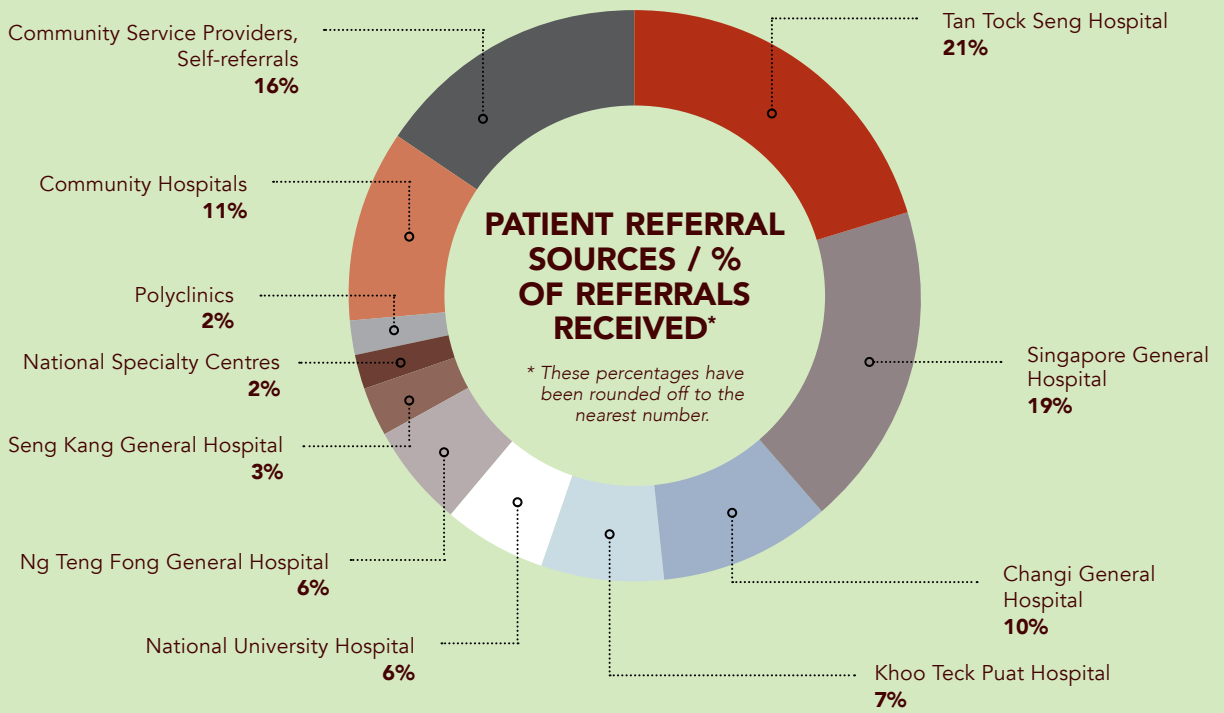


2,170
(46%)

**NATIONAL
HEALTHCARE GROUP**

941
(20%)

**NATIONAL UNIVERSITY
HOSPITAL SYSTEM**





Ageing Well in the Heart of Home

At HNF, our work has a single goal – to enable each individual to get better at home, surrounded by loved ones. Every initiative we embarked on last year had the aim of making recovery as smooth as possible for our patients.

“Every patient has a unique story. I love what I do and having the privilege to care for my patients and helping them age well in the heart of their homes, where they are most at ease.”

~ Senior Staff Nurse Tan Poh Cian Jen



⌚ Senior Staff Nurse Jen visits Mr Neo Chuan Beng, 66, twice every week to care for his wounds. With regular checks and monitoring by the nurses, Mr Neo is in good health and has not been re-admitted to the hospital since 2011.



⌚ Mdm Goh Guan Kie, 89, was referred to HNF for home rehabilitation after she suffered a stroke. Mr Vijay encourages the family members to participate in patient education for Mdm Goh.

Our Clinical Initiatives

Dialysis at home offers flexibility to patients

Homebound patients with chronic kidney failure can opt for peritoneal dialysis (PD) at home and avoid spending hours each week at a dialysis centre. With our focus in enabling patients to age well at home, six HNF nurses attended a 3-month long training programme between April and July 2018 at the National University Hospital on how to initiate and maintain home PD for suitable patients. They also received on-the-job training through making home visits with nurses from the National Kidney Foundation. We are working with MOH on subvention funding for the initiative, and with Singapore General Hospital, Tan Tock Seng Hospital and NUH to develop a workflow for referrals and a management protocol to support it.

Ensuring seamless care for HNF patients after their hospital stay

To improve the care transition for patients who are referred to our services after hospitalisation, HNF revised its discharge policy in May 2018. Under the new policy, a communications booklet is issued to patients requiring higher level of care needs, in which hospital care providers can pen updates



Our senior nurses attended a 3-month peritoneal dialysis training programme to strengthen our competencies in care delivery to patients.

to the patient's care plan, keeping us informed of any changes in their medication regimes and conditions. Through this means of communication, we can ensure seamless care when patients transit from hospital to home, helping us to support them to age in place.

New care service to assist seniors in daily self-care activities

Elderly patients with multiple chronic illnesses often need

help in their daily lives, to live independently in the community. Recognising a demand from these needs, HNF rolled out its Home Personal Care Services in March 2019. In collaboration with Homage, the new service helps seniors - particularly those who are frail, unable to get around easily and living alone - with daily self-care activities, basic housekeeping and other tasks such as elder-sitting and simple exercises. Through this collaboration, HNF can offer comprehensive care to



Our care staff assisting the patient with her medication.

help seniors maintain independent living in the community.

Faster turnaround time for Medifund applicants

Patients applying for the Medifund safety net have an easier time now following a project in May 2018 in which our clinical teams mapped out the application process to identify where it could be improved. Previously, a patient could go through three renewals just to qualify for a Medifund subsidy for one year, with each renewal taking 6-8 weeks to process. Patients now have only one form to fill and enjoy a turnaround time of 4 weeks. With these enhancements, some 800 patients every year receive faster financial assistance to pay for their medical bills.

Helping a Stroke Patient to Get On Her Feet

At the age of 89, Madam Goh Guan Kie prided herself on her independence. However, life changed when she suffered a stroke in February 2019 that paralysed her on the right side.

From someone who went everywhere and did everything on her own, she became a shadow of herself, no longer able to walk and needing help with all activities of daily life. Not knowing what else to do, her son, Mr Koh Whye Nghee, turned to us for help. HNF senior physiotherapist Vijayakumar Angidisamy was able to show Madam Goh and her family, through home therapy, the path forward.

Being thrust into the role of caregiving was challenging for

the family but Mr Vijay gave them the confidence to care for Madam Goh, teaching them how to transfer her safely from her bed to her wheelchair, and how to make their home safe from falls.

He also drew up an exercise plan for Madam Goh to strengthen her right side and improve her standing balance and mobility. As it was important to motivate her, Mr Vijay also encouraged her family to cheer her on as he slowly trained her to walk again. Her family's love and support sustained her, as the gritty senior took on her physical therapy sessions with determination.

Thanks to the intensive rehabilitation programme, Mdm Goh's independence improved gradually. She can look forward to a future of joy and dignity, as she gradually gets back on her feet again.



HNF senior physiotherapist Vijayakumar assisting Mdm Goh with her lower limb strengthening exercises at home.

Our Clinical Initiatives



Enhancing care delivery with new automated scheduling system

All patient appointments are now scheduled and managed electronically. The launch of our Workforce Optimizer, which seeks to improve work efficiency of our clinical team, ensures appointments are scheduled systematically, eliminating manual tracking and saving the team time on this task. In addition, it automatically re-routes patient appointments to available staff if someone is on sick leave,

enabling seamless continuity of care. It was progressively rolled out across our Home Nursing, Home Therapy and Home Medical services between April 2017 and February 2019.

Cybersecurity enhancements

Protecting patients' information in our database is of paramount importance. We began enhancing our cybersecurity network in October 2018, reviewing our processes to identify gaps and develop a strong cybersecurity framework. Our staff were also

briefed on their responsibilities in handling patient data, while security across all platforms was tightened.

Answering emergency calls with speed and efficiency

HNF rolled out an interactive voice response (IVR) telephone system last year to improve response time in our care delivery. The automated telephony system, which routes calls to the correct departments after gathering information, has enabled the call centre to handle clinical and non-clinical calls more efficiently. Patients benefit, as callers experiencing emergencies are attended to immediately. The system also allows easy access to patient information so the call team can attend to clinical matters and urgent requests in a timely fashion.

Caring From The Heart

Every day without fail, Mr Neo Chuan Beng, 66, would ride his mobility scooter around his estate to engage his friends in chit-chat sessions and social activities at the nearby Senior's Activity Centre. The former coffee shop assistant, who suffers from dwarfism, was paralysed after suffering from a bad fall while crossing the road and had been confined to his mobility scooter ever since.

Long hours of sitting in his mobility scooter have resulted in wounds developing on his lower back from the prolonged pressure on the skin which require constant care. Being a single elderly who lives in a one-room rental flat, Mr Neo relies on HNF nurses who come in twice a week to care for his wounds and change his urinary catheter.

To alleviate his discomfort from prolonged sitting, our therapist prescribed a pressure relief cushion. Under our nurses' care, who ensure that he stays in good health by carrying out regular checks and monitoring, Mr Neo has not been re-admitted to hospital since 2011. He is able to live life positively, going to nearby coffee shops for his meals and grocery stores to shop.



With the help of our nurses, Mr Neo is able to maintain his independence and lead a positive life in the community by getting around in his mobility scooter.

Mr Neo, who stopped working more than 20 years ago, gets by on a meagre \$500 in public assistance funds every month. To help him defray his expenses on medical consumables, our kind-hearted nurses would also bring

him donated items including diapers and dressing supplies. Mr Neo said: "I am lucky to meet these nurses and they are just like my family, who has been taking good care of me over the years".

"I am lucky to meet these nurses and they are just like my family, who has been taking good care of me over the years."

Our Research, Partnerships and Collaborations



Helping seniors on iPCARE programme to age well at home

Elderly patients with multiple chronic illnesses have much on their plate but more support is at hand for those under Bright Vision Hospital's Integrated Primary Care for At-Risk Elderly (iPCARE) programme, which HNF joined in August 2018. Patients requiring post discharge support are cared for in the community by a team of general practitioners and nurses working together. With

the GPs concentrating on medical treatment, our nurses carry out basic nursing care and work with patients to prevent complications. GPs are routinely updated, and patients have fewer worries getting care at home, minimising patients' healthcare expenses and reducing unnecessary hospitalisation and clinic visits.

Partnering CGH for better care intervention to patients

Since August 2018, we have met monthly with Changi General

Hospital to discuss patients who have been discharged, and in more than one instance, working together so closely has paid off. One patient on ventilation care at home after a haemorrhagic stroke was found by our nurses to be developing wounds on her shoulder, was always constipated and experiencing catheter leakage. Her case was presented at our monthly disciplinary round, whereupon necessary care coordination was promptly identified. After two months of

“The concerted effort from our monthly case discussions with CGH resulted in more timely and effective care coordination, especially for patients with complex medical conditions.”

close monitoring and joint home visits by HNF and CGH’s hospital to home team, her problems were resolved. These multi-disciplinary rounds are vital to meet our aim of helping patients age well in place.

Research studies that shed light on tube-feeding patients

With nearly 25% of our patients on tube feeding, it is essential that our nurses understand the needs of such patients. To provide better quality of care for patients, HNF undertook research collaborations with SGH, leading to two papers for the Journal of Clinical Nursing:

1. Patients and Home Carers’ Experience and Perceptions of Different Modalities of Enteral Feeding

This research project sought to explore the perceptions of health care professionals of different modalities of enteral feeding, and the preferred technique for long-term enteral feeding among patients. Enteral feeding is a method of feeding that delivers nutrition to the gastrointestinal tract.

2. Caring for Patients on Home Enteral Nutrition: Reported complications by Home Carers and Perspectives of Community Nurses (Published April 22, 2018)

This study aimed to find out the challenges faced by nurses and caregivers of patients on home enteral nutrition. It helped to identify areas of improvement in standardising practice, and coordinating care between healthcare providers and caregivers, for the benefit of patients.

OUR PARTNERSHIPS



More support for those under iPCARE programme



Better care intervention to patients



Research on embedded evidence-based practices



Service from the Heart

An organisation is only as good as its people and at HNF, we are proud to have dedicated and passionate staff in both clinical or non-clinical departments who embrace the concept of lifelong learning so they can serve our patients better.

"As nurses, we must continue to build on our clinical skills to better serve the individualised needs of our patients. Continuous learning enables us to pick up new skills, which is essential to meet the needs of our ageing society."

~ Nurse Clinician Hafidah Binte Saipollah



Staff Nurse Hong Jiawei always enjoys working with the elderly. Jiawei was one of the recipients of the Community Care Manpower Development Award 2018 and has completed her Advanced Diploma in Nursing (Gerontology). It enables SN Jiawei to gain valuable insights through observations and hands-on experiences.



Nurse Clinician Hafidah Binte Saipollah is a committed and empathetic mentor who provides guidance, shares knowledge, and provides support to her junior nurses. She always encourages her nurses to bring up issues they face as she believes that such discussion facilitates learning among the nurses.

Developing our Staff Capabilities



Knowledge boost on Percutaneous Endoscopic Gastrostomy (PEG)

Although Percutaneous Endoscopic Gastrostomy (PEG), or tube feeding through the abdominal wall, may be an alternative for patients who find nasogastric tube insertion difficult or have severe cognitive impairment, it is not made known to them. To train our nurses to identify suitable patients for PEG insertion, we partnered the Singapore General Hospital in February 2019. A series of training workshops had been conducted to enhance the competency. Our nurses have since referred patients suitable for PEG insertion back to the hospital for the procedure.

Knowledge sharing for better care coordination

We restructured our monthly joint discussion of cases by teams from different disciplines. Harnessing this multidisciplinary approach to foster integrative learning, team leads now base discussions on a specific theme, for instance, dementia. This allows staff to learn from each other and exchange evidence-based best practices in a systematic manner. For instance, when one of our nurses observed that a dementia patient was not

properly cared for, it was found that the root cause was that the patient's daughter, who also cared for an autistic son, was not able to cope. A social worker then helped the family to build trust and improve relationships, and counselled the daughter who was suffering from caregiver stress. The team also shared with the daughter ways to better care for her mother with dementia. The situation was improved several months later, after our team carried out the care intervention.

“The monthly joint discussion of cases by our multidisciplinary team has helped to foster integrative learning.”

A Lifelong Learner

Staff Nurse Hong Jiawei took the road less travelled when she decided to join HNF in 2015 so she could work with elderly patients. Jiawei was one of the recipients of the Community Care Manpower Development Award 2018 and has completed her Advanced Diploma in Nursing (Gerontology). The award offers upgrading opportunities to those who have a passion for working with seniors, enabling them to learn new skills essential for the emerging needs of an ageing society.

She said: “The specialised programme has expanded my scope of learning. I learnt to identify geriatric syndromes in patients. These patients may have

incontinence, functional decline and even dementia. It is essential to detect these symptoms as early as possible to enable patients to seek treatments.”



Staff Nurse Hong Jiawei receiving her scholarship award from Senior Minister of State for the Ministry of Health at the Community Care Manpower Development Awards Ceremony.

Her training includes clinical attachments at various hospitals, and she hopes to use her deeper understanding to provide even better care to vulnerable seniors.

“The specialised programme has expanded my knowledge, as I learnt to identify geriatric syndromes in patients. Such diagnosis is important to help patients in seeking early treatments.”

Sharing of Knowledge

Wound care is one of the most important aspects of home nursing, and Nurse Clinician (NC) Hafidah Binte Saipollah keeps our nursing team up to speed by conducting regular wound care rounds. She encourages nurses to bring up issues they face

during home visits, saying: “Such discussions allow our nurses to share and learn from one another, which helps increase efficiency in our wound care management.” NC Hafidah, who switched to community nursing in 2014 after 10 years at hospitals, is currently undergoing the Graduate Diploma in Wound, Ostomy and Continence Practice from Curtin Singapore to deepen her nursing knowledge.



NC Hafidah with her colleague, SSN Thiru.

Learning Through Collaborations



Return To Nursing Career Preview - 12 Sep 18

In September 2018, HNF took part in the Return to Nursing programme (RTN), an initiative inviting former nurses to rejoin the profession as a community nurse. Administered by the Agency for Integrated Care, the programme provides training for nurses to update their skills before they start work at HNF.

Work-Learn Technical Diploma provide students on-the-job learning experience

In April 2019, HNF received its first students from the Institute of Technical Education working towards a Work-Learn Technical Diploma in Rehabilitation Care. A memorandum of understanding signed with the ITE in November 2018 will see HNF offering hands-on work and training modules

for students to become therapy assistants. HNF will also work closely with ITE to develop the curriculum and provide more comprehensive training for students.

Awards and Accolades

Singapore Health Quality Service Award 2019

Home Nursing Foundation received 25 awards in the individual category at the Singapore Health Quality Service Award 2019 (SHQSQ). The individual awards include 2 Star, 5 Gold and 18 Silver, from among our nursing, therapist and administrative staff who demonstrated their dedication and commitment towards the delivery of patient care.



25 staff were recognised at the SHQSQ Award 2019 for their dedication and commitment towards the delivery of patient care.

SINGAPORE HEALTH QUALITY SERVICE AWARD 2019



Star

Chan Mei Mei,
Charine Chen



Gold

Deidre Lee, Daren Sim,
Julie Chew, Hong Jiawei,
M Kanagarani



Silver

Precilla Lai, Annie Kiong,
Candace Kok, Chitra D/O
Kumarasamy, Hayaty Binte
Abdullah, Hafidah Binte
Saipollah, Kartini Binte
Saman, Lu Htoi, Vicky Lee,
Lim Hwee Sze Janice, Low
Wee Ling, Nur Dyana Binte
Zainuddin, Madeleine Lam,
Quek Wei Liang William,
Shahfadzillah Binte Jaafar,
Siti Mariam Binte Mohamed
Amin, Tay Mei Yan

NATIONAL LEVEL



Two of our nurses gained recognition at the national level for excellence in care.



**Community Care
Excellence Gold Award**

Pushpa Kumari



**Tan Chin Tuan
Nursing Award**

Jenny Yong

Awards and Accolades

A Desire to Care for the Elderly

As a community nurse for nearly two decades, Pushpa Kumari, in her 50s, epitomises what it means to serve. A typical day for the Community Care Excellence Gold award recipient starts at 7am, when she packs her bag of medical supplies and confirms appointments before setting off for a full day of home visits.

Pushpa knew, even as a high school student, that she wanted to be in healthcare. Seeing how nurses tended to schoolmates after a bad fall at a track meet

made her want to be able to do the same. Moving to Singapore in 2000 after getting married, she started as an assistant nurse at Swami Home, where she found her calling in serving the elderly. Today, she has been with HNF for more than 11 years.

She says: "I enjoy working with seniors and I want to provide the

best care possible, especially to those with little or no family support." It can be challenging – one depressed patient who had suffered a venous ulcer for years required many rounds of care and exhaustive team reviews before the wound was completely cured. Though her job can be stressful and tiring, Pushpa says the satisfaction of changing lives for the better ensures she will always be a nurse.

"I enjoy working with seniors and I want to provide the best care possible, especially to those with little or no family support."

A Career Inspired by Nurses

As a student, Jenny Yong, 40, admired the team of nurses who cared for her grandfather during a stay at the Singapore General Hospital. "The simple gestures of assurance and words of comfort warmed my heart," she says. That experience was also responsible for her chosen career. Beginning as an enrolled nurse in Tan Tock Seng Hospital's general ward at the age of 19, she worked in TTSH's operating theatre unit until she joined HNF in 2015 to become a community nurse.

She says: "Providing care to patients at home allows me to get to know them better and to coordinate their needs. Care coordination is important to ensure patients are properly cared for at home. It also allows elderly patients to age with dignity and in comfort."

As Senior Enrolled Nurse, she works with home-bound and frail elderly patients, and is always ready to go the extra mile for them. Recently, for example, she met a patient at a hospital and took him home after his surgery, though her shift had ended by then. She did it because he had no family member who could come for him. This dedicated

and award-winning nurse says: "There is no greater feeling than being able to contribute my part and to continue providing support to my patients".



(from left) Dr Della Suantio Lee, Chairman of D.S. Lee Foundation and Senior Minister of State, Ministry of Law and Ministry of Health, Mr Edwin Tong presenting the award to EN Jenny Yong at the Tan Chin Tuan Nursing award ceremony.

Our Long Service Award Recipients

More Than Just a Job

In 1991, Ms Constance Cheang had been a stay-at-home mum for a year when she saw a job posting by the Senior Care Centre near her home for an administrative support officer. Curious, the former merchandiser decided to apply, and thus began her 27-year career with HNF.

“It’s more than just a job – I find joy and fulfilment in being able to help seniors,” says Ms Cheang, 61. Besides providing office support to the Senior Care Centre, she also worked with clients, engaging them in activities and exercises to help them stay physically fit and socially active. Her sunny and cheerful disposition made it easy for her to connect with them and it gladdened her to see their smiles.

A major restructuring in 2001 took her back to the office, where her day-to-day duties now are to support the clinical team by verifying patient data against means tests for subsidies and fee charges. She says she does her work gladly, knowing it will help to provide healthcare for those who need it.

The Passion Behind a 30-year HNF Career

At HNF, everyone knows Mr Chua.

That would be Mr Chua Kheng Hong, 63, who joined us 30 years ago as administrative support staff for the Human Resource & Operations department. Very quickly, however, he began to wear other hats, becoming a constant presence and source of help at HNF events.

Over the years, he has helped with countless fundraising and outreach events, from HNF’s Flag Day & walkathons to our Seniors’ Nite and anniversary celebrations. Mr Chua always says careful planning and proper coordination is behind every successful event. One that stands out is our Seniors’ Nite 20 years ago, when there were a number of wheelchair users who had to be transported to the venue. He is still amazed at how the HNF team and our volunteers pulled it off in getting them to the celebrations, and it still gives him satisfaction to recall how much the guests enjoyed themselves.

Having witnessed how HNF has evolved and overcome many challenges over the decades, Mr Chua says he believes strongly

in the value of what we do. While his job may be physically and mentally demanding, he plans to stay and continue to serve our patients.



“Having witnessed how HNF has evolved and overcome many challenges over the decades, Mr Chua says he believes strongly in the value of what we do.”



Heart for Good Causes

Every year, we are lifted by the support of our friends: our volunteers and donors. To you all, we say, we couldn't do it without you.

"The elderly typically feel lonely and isolated. Some feel helpless, especially when they are living alone without any family members or kin. My role as a volunteer is to fill the social gap, even if it is for a short period of time."

~ Mr Lawrence Low, HNF volunteer



Mdm Poon Soo Lan, 85, had a fun time experimenting with colours at the paper marbling activity. Being a socially active senior, Mdm Poon enjoys making friends and joins our patient outings regularly.



Our young volunteers from PlayFACTO & Pro-Teach Student Care Group designed colourful photo sleeves for our elderly patients in support of our Give a Gift of Love Campaign, held in December last year.

Fundraising

Give a Gift of Love Christmas initiative

Some 50 young pupils from enrichment centre PlayFACTO School and Pro-Teach Student Care Group demonstrated the spirit of Christmas when they volunteered to design colourful photo sleeves for our elderly patients that would also raise funds for HNF. The sleeves, cheerily adorned with Christmas trees and Santa hats, were bright but the smiles of our patients were even brighter when the sleeves were presented to them at Christmas by the young volunteers, aged 7 to 12.

Charitable donation to commemorate a special day

A joyous occasion became even more meaningful when Mr Ang Kok Leong and his five younger siblings agreed to donate the hongbao given to their mother on her 90th birthday to charity instead. Some 180 family and friends attended the celebration for Madam Soh Siew Eng, and rather than accept the cash gifts, the family prepared a box for donations. Mr Ang chose to give the full proceeds to HNF, which had cared for his late uncle. He says we should always think of



Students from Playfacto showing off their nicely decorated photo frames.

the less fortunate and do our bit, however small, to help.

Keppel Charity Golf

HNF was honoured to be picked for the fifth consecutive year as one of the 10 beneficiaries for the Keppel Club's annual fundraiser. Keppel Charity Golf is a massive collaborative effort by the club that has raised \$456,552 for HNF patients over the last five years. Despite the club's own difficulties with the expiry of its

land lease in 2021, we are grateful it continues to be committed to this fundraising cause.

Gift wrapped with Love

Love For A Dollar (LoveFAD) is a volunteer project led by dedicated university students and young working adults that provides gift-wrapping services at shopping malls to raise funds for charities. From recruiting volunteers, conducting training and sourcing suitable venues and sponsorship,

Their Smiles Make Him Smile, Too

Like many parents, he only started volunteering when he joined his child's school parent support group, to help out with the school's activities. But since the start of Mr Lawrence Low's volunteer journey in 2005, he has found that he enjoys making a difference to those who need his help, including HNF's patients.

"Being able to bring joy and happiness to the patients and seniors give me a great deal of satisfaction," said Mr Low, 53, who started helping out at HNF in 2014. "Having served at HNF for a period of time, there is also a sense of belonging and bond built with the patients and seniors

whom I have interacted with. It's like a community within itself."

He helps to drive patients to attend fun activities like movie outings, delivers hampers to patients' homes and engages them through art-and-craft activities. During a recent art activity, the elders started out bewildered as to how to make the craft. "We had fun and laughter as we tried to figure out the craft work. As we completed the project together, you could see the satisfaction and amazement in their faces which reflected the smiles on our faces too."



Lawrence is a regular volunteer who has been helping out at many of our patient outings over the last 5 years.

"Being able to bring joy and happiness to the patients and seniors give me a great deal of satisfaction."

our HNF volunteers would put in their best effort to gear up this fundraising effort throughout their December holidays. HNF was honoured to be an adopted charity for the fourth consecutive year. For every gift wrapped at Tampines Mall and Wisma Atria last December, shoppers were invited to donate \$1 and more to HNF. In celebration of its 30th anniversary, Tote Board also supported the initiative with a contribution equivalent to 40% of the amounts raised from the fundraiser.



LoveFAD, a fundraising initiative that raised funds through gift-wrapping, was held at several malls during December.

Volunteer and Sponsor Initiatives

19 MAY 2018

13 OCT 2018

Volunteer Orientation & Training

Conducted twice every year, the Volunteer Orientation & Training aims to provide an overview of HNF and its patients. These sessions enable volunteers to find out their roles and responsibilities, giving them basic yet useful skills such as wheelchair handling techniques and basic dementia care skills, which maximise their experiences in volunteering with us.



26 individual volunteers



HNF Office



30 APR 2018

14 SEP 2018

Patients' Outing by TTJ Design & Engineering Pte Ltd

A grocery shopping trip to Kallang Wave Mall FairPrice Xtra saw each patient filling up their shopping trolleys with \$50 worth of grocery items, as our friendly volunteers accompanied them on the shopping trip.

To celebrate the Mid-Autumn Festival, a mooncake making workshop was organised for our patients, who had fun creating their own snow skin mooncakes. The event rounded off with still more delicious food with our patients treated to a hearty lunch at Kam Boat Teochew Restaurant.



24 corporate volunteers



17 patients



Kallang Wave Mall,
Kam Boat Teochew
Restaurant @ Orchard
Rendezvous Hotel

18 MAY 2018

16 DEC 2018

Aberdeen Asset Management / Aberdeen Asset Charitable Foundation

Our patients enjoyed a memorable trip with an exclusive guided tour of Changi Airport Terminal 4, organised by Aberdeen Asset Management, in conjunction with their Aberdeen Asset Global Volunteering Day 2018. The Heritage Zone which showcases local culture and shophouse architecture between the 1880s and 1950s, presented our patients with an immersive experience.



Aberdeen Asset Management organised a fundraising drive among its staff in December last year, putting together hampers of daily necessities such as toothpaste, body foam, canned food and cereals for 30 patients. Aberdeen staff also fulfilled 44 patients' wish list items, including electronic appliances and homeware essentials. HNF individual volunteers were involved in delivering the items.



22 corporate volunteers



83 patients



Changi Airport,
Patients' Home



22 JUN 2018

25 JAN 2019

Patients' Outing by Sumitomo Corporation Asia & Oceania Pte Ltd

It was a special day for 24 patients who enjoyed a private movie screening of the popular comedy – Wonderful! Liang Xi Mei [旺得福梁细妹] at the Cathay.

Spreading Chinese New Year cheer, a lo hei lunch was arranged for our seniors at the Serangoon Gardens Country Club. Besides scrumptious festive dishes, our seniors also enjoyed warm camaraderie with our volunteers as they spent the afternoon creating handmade soap bars together. We thank Sumitomo Corporation Asia & Oceania Pte Ltd for their longstanding support over the past 6 years.



50 corporate volunteers



44 patients



The Cathay,
Serangoon Garden
Country Club

29 JUN 2018

The Great Internship 2018

The initiative had 114 intern volunteers from Great Eastern Life Assurance Co Ltd packing hampers of goodies and customising tumblers for 24 seniors. The young volunteers, also carried out simple house cleaning chores for our home-bound patients.



114 corporate volunteers



24 patients



Patients' Home

2 SEP 2018

Patients' Outing by Liu Du Chi Shan 六度慈善 Clan Association

Accompanied by members of the Liu Du Chi Shan 六度慈善Clan Association, 17 seniors visited the Sunflower Surprise Floral Display and Cloud Forest at Gardens by the Bay.



29 corporate volunteers



17 patients



Gardens by the Bay

Volunteer and Sponsor Initiatives

4 OCT 2018

Patients' Outing by TENA & NTUC FairPrice

A jointly sponsored event by TENA and NTUC FairPrice brought cheers to 19 seniors, who were treated to a gastronomical experience of Heng Hwa cuisine at Putien. Assisted by staff volunteers from TENA & NTUC FairPrice, the seniors also experienced the Scan2Go system, where they scanned their shopping and made payments at the self-checkout. The grocery shopping was sponsored by TENA.



22 corporate volunteers



19 patients



SingPost Centre



9 NOV 2018

15 DEC 2018

Paper Marbling Workshop – Donors' & Volunteers' Appreciation Lunch 2019

In conjunction with our Donors' & Volunteers' Appreciation Lunch 2019, HNF worked with Artefakt to conduct two paper marbling sessions at the Goodmans Arts Centre. For the first time, 14 seniors experienced the art of creating pleasant patterns on an aqueous surface. Besides unlocking their creativity, the sessions also provided an opportunity for our volunteers to engage the seniors as they co-created the art pieces.



14 individual volunteers



14 patients



Goodman Arts Centre



8 DEC 2018 –

5 JAN 2019

House Cleaning Project by Singapore Polytechnic

As part of Singapore Polytechnic Active and Effective Citizenry Project, a group of 5 student volunteers completed a 5-weeks house cleaning project with HNF. This community service project saw the volunteers visiting a home-bound senior to help and clean up their flats each week. The volunteers also delighted our seniors by singing along and playing simple musical instrument at these sessions.



5 student volunteers



5 patients



Patients' Houses



**7 – 9 JUN 2018, 25 OCT 2018
20 – 22 DEC 2018, 18 DEC 2018
24 – 26 JAN 2019, 16 FEB 2019**

Festive Hampers Distribution

Hari Raya Hampers Distribution 2018

11 individual volunteers took their day off from work to help with distributing 40 hampers to our Malay patients island-wide.

Deepavali Hampers Distribution 2018 – Kranji Secondary School

29 student volunteers from Kranji Secondary School packed the hampers and distributed to 32 Indian patients island-wide.

Christmas Hampers Distribution 2018

10 individual volunteers took their day off from work to help with distributing 30 patients to our patients island-wide.

*The same group of volunteers also assisted with the distribution for Aberdeen Asset Management Christmas hampers distribution.

Christmas Hampers Distribution 2018 – Adventus Singapore

16 corporate volunteers have granted 20 patients' wish list and personally delivered their gifts down before Christmas.

Chinese New Year Hampers Distribution 2019

12 individual volunteers took their day off from work to help with distributing 61 patients to our patients island-wide.

Chinese New Year Hampers Distribution 2019 – Moriah Bible-Presbyterian Church

11 volunteers from Moriah Bible-Presbyterian Church raised funds to support 24 patients with Chinese New Year hampers consisting of pineapple tarts and other daily necessities. These goodie bags were distributed to our seniors residing in Tampines and Simei.

 **Patients' Houses**



**28 JUL 2018
18 MAR 2019**

Home Improvement by Nan Chiau High School

A community project by 15 students from Nan Chiau High School has helped to provide a clean and more conducive environment for 4 home-bound seniors living in North Bridge Road and Bukit Merah View.



15 student volunteers



4 patients

BI-MONTHLY

Bi-monthly Hampers Distribution by HEB-ASHRAM Halfway House

For the past 3 years, 25 less privileged seniors have been beneficiaries of a bi-monthly hamper distribution, thanks to the continuous support of HEB-ASHRAM Halfway House. These hampers are distributed by our dedicated volunteers from St Ignatius Church and HNF respectively.



13 volunteers



25 patients

Media and Key Engagements



61,743

Page views on HNF website



549

Engaged volunteers for FY2017/18



7

House improvement projects completed



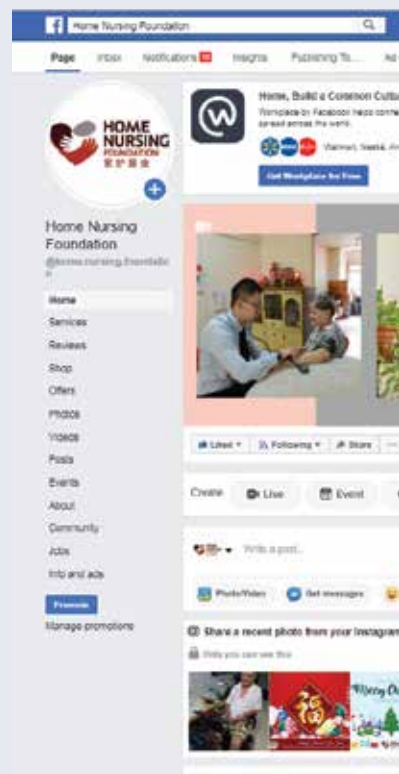
8

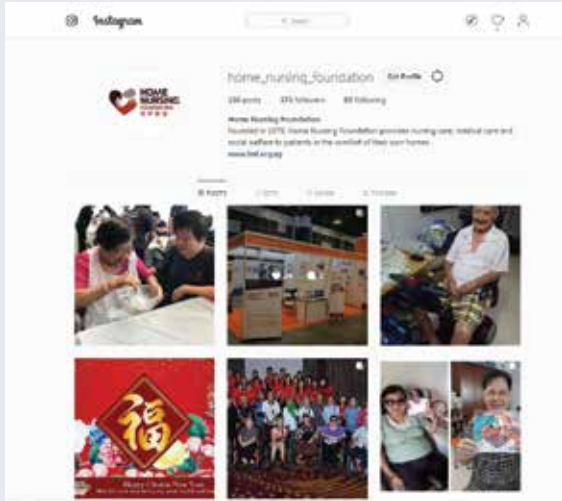
Hamper distributions



9

Patient outings





 **355**
Followers on
Instagram Page

 **4**
Media
Coverage



10 nurses honoured with Tan Chin Tuan Nursing Award



Net Numbi
The joy of seeing her patients get their lives back on track has kept Maklan Subash, 50, smiling for half a century.
As a principal advance nurse in the new research rehabilitation ward at the Institute of Mental Health (IMH), she works with long-stay patients, some of whom have been wheelchair-bound for over 20 years.
"My team and I assist patients who have the potential for independent basic 'lower' mobility," said Maklan Subash, who has 26 years of nursing experience, with 16 of that spent at IMH.
"My team and I assist patients who have the potential for independent basic 'lower' mobility," said Maklan Subash, who has 26 years of nursing experience, with 16 of that spent at IMH.
The award was set up in memory of the late Singaporean politician, Sir Tan Chin Tuan, who served as the first prime minister of Singapore from 1959 to 1990.
"When she was in secondary school, her father was admitted to hospital for a severe asthma attack. During the care and companionship of the nurses who looked after him, he opened her to the world of nursing, her career. "I have been doing the same for my patients and their families, seeing them get to work, knowing there will take good care of them," said Maklan Subash.
The award is not just for official duties, and brings a professionalist of nurses and a doctor to her. She is a member of the Singapore Nurses Association, where she has worked for the past 26 years.
She has recently been inspired by the award and inspired, both in their 20s, to become nurses themselves.
Ms Jenny Yung, 40, from the Home Nursing Foundation, was the third prize and received a gold medal on 12/2018.
Seven other awarded nurses received awards, with each prize of \$10,000.
Since the first Tan Chin Tuan Nursing Award was founded in 2005, 125 nurses have received prizes.
The awards were presented by the Minister of Health, Mr Gan Ee Kah, who chairs the Health Services Commission and is the Chair of the Singapore Nurses Association, and Dr Arif Iqbal, who founded the award.
@shpshpshp

 **4,230**
Likes on
Facebook Page

Nurses go the extra mile



From left: Nurses from the community care sector Mirza Abdul Halim, 28, Casey Wong, 44, and Madeleine Lam, 30, have different stories as to how they came to work in the healthcare sector, but they share a firm commitment to service. PHOTO: GIN TAY FOR THE STRAITS TIMES

Appreciation

Corporates

\$50,000 and above

The Keppel Club

\$10,000 - \$49,999

Faber Image

Hong Leong Foundation

J P L Wong & Co

Lee Foundation

LoveFAD

The Grace, Shua And Jacob
Ballas Charitable Trust

\$5,000 - \$9,999

Aastar Pte Ltd

Aberdeen Asset Management
Asia Ltd

Bengawan Solo Pte Ltd

Kwan Im Thong Hood
Cho Temple

Lee Kim Tah Foundation

Singapore Buddhist Youth
Mission

Toa Payoh Seu Teck Sean Tong

TTJ Design & Engineering
Pte Ltd

Wellington Management
Company, Llp

Winston Engineering
Corporation Pte Ltd

Wong Chin Yoke Road 7th
Month Committee

\$1,000 - \$4,999

A Lioe & Associates Pte Ltd

Affluence Resource Pte Ltd

Aligent Spring Pte Ltd

Alliance Steel Pte Ltd

BDO Corporate Services
Pte Ltd

Broadgate Management
Services Pte Ltd

Business Continuity Planning
Asia Pte Ltd

Che Hian Khor Moral Uplifting
Society (Singapore)

ComfortDelgro Corporation
Limited

CSD Sealing System Pte Ltd

Dou Yee Enterprises (S) Pte Ltd

GNS Storage Pte Ltd

GRID Communications

Hong Guan Huat Kee

Hua Siah Construction Pte Ltd

JR Life Sciences Pte Ltd

KKT Engineering & Trading
Pte Ltd

Lingjack Engineering Works
Pte Ltd

Litech Engineering & Trading

My Prep School Pte Ltd

Nan Chiau High School

NUS Senior Alumni

OES Construction Pte Ltd

Quantum Automation Pte Ltd

Seng Choon Engineering
Pte Ltd

Seng Hoe Hardware &
Engineering Pte Ltd

Singapore Totalisator Board

Sun Holdings Ltd

SVY Anaesthetics Pte Ltd

Tai Pei Foundation

Tak Products & Services Pte Ltd

Thong Teck Sian Tong Lian
Sin Sia

Top Tech Electrical Engineering
Pte Ltd

Treble Technology Pte Ltd

U & P Pte Ltd

VGC Technology Pte Ltd

Woon Brothers Foundation
Pte Ltd

Individuals

\$50,000 and above

Lim Yu Jin Desmond

\$10,000 - \$49,999

Andress Goh

Charles Lew Foon Keong

Chuah Kee Heng

Hong Bee Lan

Khoo Gaik Chin

Lee Ying

Mavis Lim Geck Chin

Oan Chim Seng

Sie Tuck Kai Alexander

Tan Chii Sin

Toh Chee Meng

Wong Adrian

Yeap Bee Leng

\$5,000 - \$9,999

Ang Kok Leong

Chai Wai Fook

Chang Yeh Hong

Chia Seng Khim

Choo Hock Lye

Chung Seow Lim

Chung Sook Yee

De Vaz Ian Marc Rosairo

Dilhan Pillay Sandrasegara

Henry Choon

Ho Kok Sun Kevin

Hoe Susan

Joanna Siy Cheng

Kee Sek Huat

Khoo Whee Leng

Koh Soh Guan

Kok Pin Chin Stanley
Lee Kok Keong
Lim Leong Keow
Lim Yean Nyok
Pascal Demierre
Soong Wei San
Suresan Sachithananthan
Tan Yang Guan
Tea Kum Wai
Thia May Lian
Wenda Loong
Wong Ling Ming
Wong Mei Gin

\$1,000 - \$4,999

A. S. Nair
Aamir Hatim Nakhoda
Adrian Ang Kok Wee
Agnes Lim Bee Yan
Ang Ah Beng
Ang Chee Peng
Ang Cheng Yong
Anjali Mohan Ramchand
Anmol Sethy
Arthur Chai Shaw Pu
Arthur Tjandra
Asimah Bte Musa
Aw Chye Huat
Aylwin Tan Lee Hun
Barbara Tresise
Carolyn Tan Soon Yee
Cham Wei Heong
Chan Joo Kim Linda
Chan Lai Yoong Susan Celine
Chan Shi-En Joanna
Chang Chuan Fong
Chang Yunn Ling
Charles Tseng
Chee Sow Chan
Chen Dingming Benedict
Chen Eng Eng

Chen Sze Sin
Chen Yin Mun
Cheong Ming Jian Calvin
Chew Lai Cheng
Chia Cher Khiang
Chia Ghim Chuan
Chia Gin Sun
Chia Hoi Mun
Chia Hwee Ming
Chia I-Ling
Chia Jing Yun
Chia Wei Hong
Chia Yong Hwee
Chiang Hock Eng
Chiang Wing Chiong
Chin Wan Li
Chin Yau Seng
Chionh Siok Bee
Chionh Su Lin
Chiou Siow Lim
Chng Chee Kiong
Chok Soo Hoon Mildred
Chong Khee Yin
Choo Bee Li
Choo Hsun Yang
Choo Siao Yuen
Christina Lim Yui Hung
Chua Eng Hock
Chua Hoe Kiong
Chua Kim Chiu
Chua Piang Sze
Chua Poh Gek Angeline
Chua Seok Hong
Chua Siang Leong
Chua Yong Wah
Chung Chun Yee John
Chung Pui Lan Pauline Margaret
Colin Kwok
David Lee Eng Thong
Dhamma Surya

Edmund Lee Kit Ming
Edward Anwar
Ee Tze-Yin Elaine
Esther Yap Chew Sia
Fan May Ling Susan
Fong Yok Ling
Foo Yee Bao
Franky S Tanudjojo
Gan Soh Har
Gil Gerard Ilarde
Goh Jing Sua
Goh Lay Fong
Goh Lee Eng
Goh Lei Hian
Goh Yew Ping
Gomez Gladys Rose
Guo Zaiyi
Han See Kwang
Hang Yew Lee
Heng Nguan Leng
Hew Pauline
Hiroshi Kubota
Ho Bee Tat
Ho Hui Keng
Ho Jun Keong
Ho Lian Lee
Ho Mee Lee
Ho Mui Peng
Ho Seong Peng
Ho Siow Ling
Ho Wai Han
Hoe Hwee Chin
Hong Min Yeok
Hoon Kay Hiang
How Siang Meng
Hu Yee Cheng
Hua Chie Nan Dorinda
Hui Choon Wai
Ismail Anna Binti
Jacinta Poh Jia Hui

Appreciation

Individuals

\$1,000 - \$4,999

Jesper Lim Chin Yiong
Kamal Kant S/O Chhotalal
Kapde Tushar
Kay Boon Tan
Kee Meng Yew
Kelvin Tan Cheng Siong
Khoo Hui Joo
Khoo Whee Luan
Koh
Koh Boon Kwang Simon
Koh Hun Boon
Koh Joo Hoon Angela
Koh Khee Soon
Koh Kim Hiang
Koh Kok Ong
Koh Lee Kiow
Kok Chee Meng
Kok Lee Kwang
Kok Siew Hoong
Koo Li Kheang
Krishnan Muthappan
Kuan Ren Qiang Patrick
Kuan Siok Yong
Lai Ching Chuan
Lam Pei Li
Lau Hong Choon
Lau Ooi Seng
Law Peng Kwee
Leck Chet Lam
Lee Ai Ping
Lee Hong Seng
Lee Hui San
Lee Jee Ming
Lee Jun Chou
Lee Kim Tong Victor

Lee Li-Ming
Lee Mimi
Lee Ping
Lee Sau Hun
Lee Shean Wei
Lee Tiong Hock
Leong Ai Lee Audrey
Leow Chee Wee
Li Qianwen
Lian Ee Shin
Lim Boon Eng Julie
Lim Ewe Teck Andy
Lim Fon Kui
Lim Hock Beng
Lim I Lynn, Adeline
Lim Kim Hwa
Lim Kong Eng
Lim Lay Hua
Lim Li Moey
Lim Mei Yin
Lim Meng Guan
Lim Ming Long
Lim Moei Eng
Lim Mui Nghoh
Lim Nancy
Lim Neo Chian
Lim Sian Leong
Lim Sim Pei
Lim Teck Chai, Danny
Lim Yok Ley
Lin Qinghui
Ling Wee Lee
Lisa Liong
Liu Jin Tang
Loh Guo Pei
Loh Kian Wei Thomas
Loh Tien Wen

Loo Lai Har
Loo Yong Meng
Low Buen Sin
Low Fong Moi
Low Thian Ghee
Lum Siew Heng
Ma Kah Woh
McCabe Adam John
Moeez H Nakhoda
Mukerji Shantanu
Nah E-Ern Nelyn
Nattana Pongsrieam
Ng Chee Kwoon
Ng Chee Yeng
Ng Cheng Thiam
Ng Fook Lam
Ng Kim Kiat
Ng Su Lyn Lynette
Ngo Soo Lin
Nontarat Thongpumpursar
Oh Pei Sze
Ong Beng Guek
Ong Chen Tat
Ong Eng Kee
Ong Ling Lee
Ong Mong Siang
Ong Poo Yee
Ong Yean Hong
Ong Yong Yau
Ooi Siew Poh
Peh Hong Yee
Pek Hwee Eng Mary
Pek Tiong Khuan
Poh Bee Li
Poh Yong Kiat Alvin
Praveen Jain
Pua Poh Heng

Qian Wenbing
Quek Gim Pew
Rachel Loke Siew Yee
Ramalingam Paramasivam
Ratna Djokokusumo Santosa
Rickword Ian
Robert Faferko
Romeo Jr Garcia
Santosa Frans
Seet Iris
Seet Robert
Seet Ting Lai
Selvarathenam S/O Suppiah
Muthiah
Seow Troy
Shariff Nureen Naushadali
Shelly Goh
Sheum Yue Shung
Sim Boon Leng
Sim Kok Seng
Sim Siah Kwang
Sim Su Teng
Sin Wai Chu
Siow Alice
Soh Lee Yong
Song Loo See
Soon Yu Tiong
Sulaiman Halim
Sulaizah Saptoe
Sun Jianjun
Tamilaran Rajaram
Tan Bee Hiok
Tan Chee Meng
Tan Ching Guei
Tan Chuen Kiat
Tan Eng Hwa
Tan Gek Gnee
Tan Hong Beng
Tan Hui Eng
Tan Khuan Seng

Tan Kim Ping
Tan Kok Huan
Tan Mang Lie
Tan Mary
Tan Nguan Chee
Tan Peng Chuan
Tan Shern Liang
Tan Siang Lim Danndy
Tan Sieu Lee Amelia
Tan Siew Kia
Tan Siew Ooa
Tan Su Lyn Claudine
Tan Susie
Tan Teck Hong
Tan Teck Peng
Tan Tin Kwang
Tan Wee Meng
Tan Yee Tiang
Tan Yi Ryh
Tan Yong Chin Walter
Tan Yong Yong
Tan York Sin
Tay Cheng Poh
Tay Chia Hui Audrey
Tay Eng Huat
Tay Sor Hoon
Tay Thiam Song
Tay Watt Moi
Teo Ai Choo Bebe
Teo Hong Lim
Teo Hwee Hua
Teo Joo Kim
Teo Koon Seong
Teo Seow Phong
Teo Siew Hong
Thin Ying Ning
Thio Ma Lang
Tiong Shu
Toh Heng Xiang
Toh Soo Ling Serene

Tok Eng Seng
Tow Soon Kim
Tseng Ren-Fa
Veerasingam Premkumar
Victor Mills
Wan Fook Weng
Wang Li
Wang Siew Hooi
Wang Wai Lian
Wee Li Pei Janice
Welson Hong
Wong Boon Kiang
Wong Chiew Mann
Wong Chit Sieng
Wong Chooi Wan
Wong Choy Ming
Wong Foo Sang
Wong Foong Har
Wong Kam Pun
Wong Phui Lun Joseph
Wong Te Ping
Wong Wee Lim William
Wong Yunn Chii
Woon Sung Thong
Woon Wee Hao
Wui Sai Hong
Yap Yuk Kiew
Yee Hoong Fai
Yeo Ah Yeng
Yeoh Khwai Hoh Patrick nee
Chok May @ Chok Mee Mee
Mary
Yeoh Soon Hwa
Yeong Poh Yee
Yip Hsien Chang @ John Yip
Yong Chin Chin
Yong Emily Oi Ming
Yong Khar Hin
Yoong It Siang

Corporate Governance

Governance, Structure and Management

The Board of Management (the "Board") of the Charity may comprise up to ten board members and up to four co-opted board members. The Board is elected by members of the Charity in the Annual General Meeting (AGM).

As at 31 March 2019, the Board comprised nine board members and one co-opted board member who were elected by the Board, as per the Constitution of the Charity. The Board was assisted by an Advisor to the Charity. The Board met four times as at 31 March 2019 since 31 March 2018 and will be meeting once more at the AGM to approve the publication of this Annual Report and Financial Statements.

The Board sets and regularly reviews the Charity's strategic direction and oversees governance of the Charity. The Board is responsible for upholding the Charity's values and ensures the Charity achieves its objectives. The Board also guides and supports the Chief Executive Officer (CEO) and approves annual budgets.

During FY2018/19, Ms Lilian Tham was converted to a Board Member. Ms Joyce Ang has served on the Board of Management for a total of 10 years in 2017 and was re-elected to serve an additional year for 2018. We have requested for Ms Ang to stay on for another year as Home Nursing Foundation has been developing our re-branding, website and social media platforms and her expertise in intellectual property matters has been crucial to the Board and Management team.

Executive Committee and Committee

Of the ten board members, four form the Executive Committee, comprising the President of the Charity, the Vice-President, the Treasurer and the Secretary. In addition, the Board is supported by an Audit and Risk Committee, a Communications and Development Committee, a Clinical and Continuing Education Committee, a Staff and Remunerations Committee, and an Investment Advisory Committee. The Executive Committee and the Committees have specific responsibilities in accordance with the name of their committee.

All board members and co-opted board members serve on one or more committees. The President of the Charity chairs the Executive Committee, and invites board members to chair and serve on the Committees. The Committees provide counsel, expertise and support to the CEO and senior management of the Charity. The advisor(s) provide invaluable advice and support to the Board and help inform the short and long term strategies and directions undertaken by the Charity. The Executive Committee and all Committees meet regularly, with the CEO in attendance.

HNF Board and Committees for FY2018/19

Position	Key Directorships & Appointments	Attendance at Board Meeting in FY18/19
President	Ms Priscylla Shaw <i>Co. Director</i> <i>(The Shaw Organization Private Limited)</i>	3/4
Vice President	Mr Lim Neo Chian <i>Retiree</i>	2/4
Secretary	Mr Tan Shong Ye <i>Partner/Advisory</i> <i>(PricewaterhouseCoopers LLP)</i>	4/4
Treasurer	Mrs Tan Fong May <i>Retiree</i>	4/4
Board Members	Ms Joyce Ang <i>Associate Principal Counsel</i> <i>(The Walt Disney Company (Southeast Asia) Pte Ltd)</i>	2/4
	A/Prof Chow Yeow Leng <i>Associate Professor & Director of Student Affairs</i> <i>(National University of Singapore)</i>	4/4
	Mr Ng Wai King <i>Managing Partner</i> <i>(WongPartnership LLP)</i>	1/4
	Ms Aileen Tan <i>Group Chief Human Resources Officer</i> <i>(Singtel)</i>	3/4
	Ms Goh Shuet-Li <i>Director</i> <i>(La Putri Pte Ltd)</i>	4/4
	Mrs Deby Saroujiuy Palakrishnan <i>Retiree</i>	3/4
	Ms Lilian Tham Ee Mern <i>Head of Operations & Technology, Asia Pacific</i> <i>Chief Operating Officer, Singapore</i> <i>(Schroders Investment Management)</i>	4/4
Co-opted Board Member	Ms Belinda Ng <i>Retiree</i>	3/4
	Ms Charmaine Chow <i>Executive Director, Group Compliance,</i> <i>(United Overseas Bank)</i>	1/4
Board Advisor	Prof Peter Lim Ai Chi <i>Group Chief Risk Officer</i> <i>(Singhealth Group)</i>	NA

Remarks :
The following board members stepped down before our financial year ended 31 March 2019.

- Ms Joyce Ang (as at 26 Jul 2018)
- Mr Ng Wai King (as at 9 Jan 2019)
- Ms Belinda Ng (as at 31 Mar 2019)

Corporate Governance

HNF Board Committees

Audit and Risk Committee

Chairman

Mr Tan Shong Ye

Members

Mr Lim Neo Chian

Mrs Tan Fong May

Ms Charmaine Chow

Secretariat

Head, Finance

Communications & Development Committee

Chairman

Ms Priscylla Shaw

Members

Ms Goh Shuet-Li

Mrs Deby Saroujiyu

Palakrishnan

Ms Aileen Tan

Ms Lilian Tham

Secretariat

Head, Communications & Development

Clinical & Continuing Education Committee

Chairman

A/Prof Chow Yeow Leng

Dr Tham Tat Yean

Members

Professor Peter Lim (*Advisor*)

Mrs Deby Saroujiyu

Palakrishnan

Mr Sairam Azad (*co-opted*)

Ms Long Chey May (*co-opted*)

Ms Rachel Marie Towle (*co-opted*)

Secretariat

Head, Social Welfare & Director of Nursing

Staff & Remunerations Committee

Chairman

Ms Aileen Tan

Members

Ms Goh Shuet-Li

Mrs Deby Saroujiyu

Palakrishnan

Ms Lilian Tham

Secretariat

Head, HR & Admin

Investment Advisory Committee

Chairman

Mrs Tan Fong May

Members

Mr Tan Shong Ye

Mrs Sally Woo (*co-opted*)

Mr Soon Yong Kwee (*co-opted*)

Secretariat

Head, Finance

Facility Medifund Committee

HNF formed its Facility Medifund Committee on 1 June 2013.

The following members were approved by Ministry of Health (MOH) as HNF's Facility Medifund Committee for the term of office dating 1 June 2017 to 31 March 2021.

1. Ms Priscylla Shaw (Chairman)
2. Mr Jeremy Lee
3. Mr Chua Wei Bin

The term of office for the following members is dated 30 July 2018 to 31 March 2021.

1. Mr Lim Chong Chee
2. Ms Chua Ee Cheng

In FY2018/19, 579 patients have benefitted from this fund and the committee will continue to deliver assistance to our needy patients.

Governance

Investment and Reserves Policy

The Board is prudent with funds and endeavours to ensure that all money donated by the public is spent and managed appropriately, in accordance with charity law and in line with the wishes of the

donors. The Board also oversees the management of investments and reserve funds.

Professional Advisers

Statutory Auditor
RSM Chio Lim LLP
Legal Advisor (Honorary)
WongPartnership LLP

Officers

Ms Gladis Tern (Head, Finance)

Investment Policy

There are two elements to the Investment Policy of HNF, operating two types of investment pools:

- a. Investment-grade Bonds
- b. Cash and Fixed Deposit Funds

The Board ensures that the money held by HNF is invested prudently and profitably over the long term.

The aim for the Bonds portfolio is to meet the income needs of the charity and to grow capital and income over the long term at a low level of risk, whilst the Cash and Fixed Deposit portfolio aims to meet the income needs of the charity. Investment performance is measured against current fixed deposit rates of the main local banks, agreed by the Board at quarterly meetings.

As at 31 March 2019, the value of the portfolio investment funds was \$25,905,913.

Reserves Policy

The Board endeavours to hold sufficient funds in reserve to meet the Charity's needs for approximately three years as a minimum.

Unrestricted Funds comprise donations and other charitable income received for general purpose charitable use. A portion of donations is designated by the Board for particular future purposes and is held pending application to respective designations. Unrestricted funds are often derived from unsolicited donations, rarely from legacies and are therefore unpredictable.

Restricted Funds would be established where monies are donated to HNF for special purposes. Such funds would be held in accordance with the wishes of the donors and used only when a purpose for which they are intended arises.

At 31 March 2019, the balance of the Restricted and Unrestricted funds totalled \$30,164,174.

Expenditure for FY2018/19 was \$12,087,578 (Expenditure is met by a combination of government funding, donations and patient fees).

Whistle Blowing Policy

The policy aims to guide whistle-blowing procedures stems from HNF's commitment to developing a culture of openness, accountability, and integrity. HNF encourages their employees who have concerns about suspected serious misconduct or any breach or suspected breach of law or regulation that may adversely impact the organisation to come forward and raise the concerns.

Please refer to HNF website for full details on the Whistle Blowing Policy.

Corporate Governance

Future Commitments

To bring care closer to you, and enable our seniors to age healthily and happily in the community, Home Nursing Foundation will be operating a Senior Care Centre at Hougang Community Club, 35 Hougang Ave 3 #04-01 and an Active Ageing Hub with collaboration with Yishun Health at Blk 992A Buangkok Link in the near future.

The centres will provide an array of services including, Maintenance and Dementia Day Care, Community Nursing and Rehabilitation services. In addition to the aforementioned services, the senior care centres serves as an intergenerational platform for variegated activities and initiatives with partners and volunteers. With this, HNF hopes to achieve improvement on the quality of life with seniors, their families and the community.

The centre will also be conducting caregiver training programmes to support and empower caregivers in providing the best possible care to their loved ones. Through these training sessions, caregivers can pick up proper caregiving technique and skills, which are useful in coping and managing their stress levels.

Conflict of Interest Policy

All board members and staff are to understand and comply with HNF's Conflict of Interest Policy which requires each to ensure deliberations and decisions made are in the best interest of HNF. The party involved shall make full disclosure, the nature and extent of any relationship, arrangement, contract or agreement, which may result in a conflict of interest, real or perceived.

Board members and staff will not participate in decision-making and approvals of transactions to which they have a conflict of interest.

All board members and staff will be required to file in writing, an updated declaration on an annual basis. However, if at any time following the filing of his or her declaration there occurs any material change in the information contained in the declaration given, either by way of addition or deletion, that board member or staff shall file a supplementary declaration describing such change, as soon as reasonably possible.

Governance Evaluation

Checklist (Covering period 1 April 2018 to 31 March 2019)

HNF falls under Advanced Tier of Guidelines for purposes of the Code of Governance for Charities and Institutions of a Public Character.

The Advanced Tier is applicable to large IPCs with gross annual receipts of \$10 million or more. The Governance Evaluation Checklist covers only the key principles and guidelines in the Code of Governance for Charities and IPCs.

The following disclosures have been made public through the Charity Portal.

S/NO	Code Description	Code ID	Compliance
Board Governance			
1	Induction and orientation are provided to incoming Board members on joining the Board. Are there Board members holding staff appointments? (Skip questions 2 and 3 if "No")	1.1.2	Complied No
2	Staff does not chair the Board and does not comprise more than one-third of the Board.	1.1.3	Not applicable
3	There are written job descriptions for their executive functions and operational duties which are distinct from their Board roles.	1.1.5	Not applicable
4	There is a maximum limit of four consecutive years for the Treasurer position (or equivalent, e.g. Finance Committee Chairman or person on Board responsible for overseeing the finances of the charity). Should the charity not have an appointed Board member, it will be taken that the Chairman oversees the finances.	1.1.7	Complied
5	All Board members submit themselves for re-nomination and reappointment, at least once every three years.	1.1.8	Complied
6	The Board conducts regular self-evaluation to assess its performance and effectiveness once per term or every three years, whichever is shorter. Are there Board member(s) who have served for more than 10 consecutive years? (Skip item 7 if "No")	1.1.12	Complied Yes
7	The charity discloses in its annual report the reasons for retaining Board member(s) who have served for more than 10 consecutive years.	1.1.13	Complied
8	There are documented terms of reference for the Board and each of its Board committees.	1.2.1	Complied
Conflict of Interest			
9	There are documented procedures for Board members and staff to declare actual or potential conflicts of interest to the Board at the earliest opportunity.	2.1	Complied
10	Board members do not vote or participate in decision-making on matters where they have a conflict of interest.	2.4	Complied

S/NO	Code Description	Code ID	Compliance
Strategic Planning			
11	The Board periodically reviews and approves the strategic plan for the charity to ensure that the activities are in line with its objectives.	3.2.2	Complied
12	There is a documented plan to develop the capacity and capability of the charity and the Board monitors the progress of this plan.	3.2.4	Complied
Human Resource and Volunteer Management			
13	The Board approves documented human resource policies for staff.	5.1	Complied
14	There is a documented Code of Conduct for 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 Board's approval for any loans, donations, grants or financial assistance provided by the charity which are not part of its core charitable programmes.	6.1.1	Complied
18	The Board ensures internal controls for financial matters in key areas are in place with documented procedures.	6.1.2	Complied
19	The Board ensures 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, 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 its expenditure.	6.2.1	Complied
	Does the charity invest its reserves, including 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 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 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

S/NO	Code Description	Code ID	Compliance
Disclosure And Transparency			
25	The charity discloses in its annual report: i) Number of Board meetings in the year; and ii) Individual Board member's attendance. Are Board members remunerated for their Board services? (Skip items 26 and 27 if "No")	8.2	Complied No
26	No Board member is involved in setting his or her own remuneration.	2.2	Not applicable
27	The charity discloses the exact remuneration and benefits received by each Board member in its annual report. OR The charity discloses that no Board members are remunerated. Does the charity employ paid staff? (Skip items 28, 29 and 30 if "No")	8.3	Not applicable Yes
28	No staff is involved in setting his or her own remuneration.	2.2	Complied
29	The charity discloses in its annual report: i) The total annual remuneration (including any remuneration received in its subsidiaries), for each of its three highest paid staff, who each receives remuneration exceeding \$100,000, in bands of \$100,000; and ii) If any of the three highest paid staff also serves on the Board of the charity. OR The charity discloses that none of its staff receives more than \$100,000 in annual remuneration each.	8.4	Complied
30	The charity discloses the number of paid staff who are close members of the family of the Executive Head or Board Members, who each receives remuneration exceeding \$50,000 during the year, in bands of \$100,000 OR The charity discloses that there is no paid staff who are close members of the family of the Executive Head or Board Member, who receives more than \$50,000 during the year.	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