

# INCLUSIVE SOCIETY. ENABLED LIVES.

*SG Enable Annual Report 2019*



# Vision

**Inclusive Society. Enabled Lives.**

# Mission

**Empower** persons with disabilities and their caregivers via timely access to information and referral services, grants and support.

**Enhance** employment and employability options for persons with disabilities.

**Engage** the family, community, stakeholders and public in enabling persons with disabilities as integral members of society.

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# Chairman's Message

The raison d'être for SG Enable is to build a future inclusive of persons with disabilities living dignified lives.

We **empower** persons with disabilities and their caregivers by providing them with resources to make informed decisions. The Enabling Guide website was launched in 2019 as their first-stop resource. This guide includes a service directory on the various schemes and services available to persons with disabilities, and has benefitted more than 23,000 users to date.

Held in November, our inaugural caregiver-led Care Carnival facilitated the building of a caregiver network, and connected caregivers with key stakeholders. The keynote address by Professor Robin McWilliam on home-based early intervention strategies was very well received, and it was affirming to hear enthusiastic feedback from participants who reported feeling supported and empowered through the event.

We continue to **enhance** employment and employability for persons with disabilities. In 2019, the Job Redesign Guide was launched to equip employers with the skills to review job positions and their design so that they can focus on abilities and open up hiring positions for qualified staff with disabilities.

At the 5th Enabling Employers Awards ceremony, a record number of 111 organisations and individuals were recognised for their inclusive hiring efforts. It was such an encouragement to witness these businesses and colleagues embracing inclusive employment.

We also look forward to following up with more employers who, under the President's Challenge

Enabling Employment Pledge, have committed to building a more inclusive workforce.

At SG Enable, we intentionally **engage** key stakeholders, community members and organisations in our efforts to improve the lives of persons with disabilities. To promote the awareness and adoption of assistive technology, Tech Able was refreshed to offer a better experience and service for persons with disabilities. SG Enable also collaborated with the Land Transport Authority to pilot MAVIS, a mobile application which has made it easier for commuters with disabilities to take public buses.

New initiatives such as the i'mable Collective and i'mable Gift Market were also launched in 2019. These platforms shone a spotlight on the abilities of persons with disabilities, showcasing their original artistic work and products, and promoted impactful collaborations with industry partners.

The Goh Chok Tong Enable Awards celebrate persons with disabilities who excel in fields such as sports, art and music. We are proud to announce that thirteen recipients were recognised at the inaugural award ceremony at the Istana.

It has been heartening to receive strong support from the private and public sectors, and social service agencies that have invested time, effort and resources to work with us to benefit persons with disabilities and their caregivers. We would like to express our sincere gratitude to all who have partnered us, and we look forward to achieving greater collective impact as we continue to work together for an inclusive society and enabled lives.

**Chew Hock Yong**  
Chairman

# Corporate Information

## Corporate Status

Type of Entity – Company limited by guarantee  
Date of Establishment – 29 November 2008  
Unique Entity Number (UEN) – 200822425N

## Charity Status

Charity Registration Date – 1 March 2009

## IPC Status

Effective Period – 1 March 2018 to 28 February 2021

## Registered Address

20 Lengkok Bahru, #02-06, Singapore 159053

## External Auditor

Ernst & Young LLP

## Company Secretary

Kiar Lee Noi  
Boardroom Corporate & Advisory Services Pte Ltd

# Board of Directors & Management



SG Enable Board of Directors and Management at a Welcome and Appreciation Lunch hosted by Mr Desmond Lee, Minister for Social and Family Development (Jan 2020)

Back row: Mr Tan Ko We, Ms Phyllis Choo, Mr Tan Kwang Cheak, Mr Anjan Kumar Ghosh, Mr Suhaimi Bin Salleh, Mr Desmond Lee, Dr Wong Meng Ee, Mr Chew Hock Yong, Mr Sim Gim Guan, Mr Xie Yao Quan

Front row: Dr Lim Hong Huay, Ms Chew Seow Chien, Mrs Clara Goh Yau Hong, Ms Ku Geok Boon, Ms Jean Tan Lay Kuan, Dr Chong Yoke Sin, Ms Lynn Ng Hui Wah, Ms Chia Ai Ling

Not in picture: Ms Chia Yong Yong, Mr Ng Cher Pong, Mr Zee Yoong Kang

## BOARD OF DIRECTORS

### Chairman

Mr Chew Hock Yong

### Members

Mr Anjan Kumar Ghosh  
(1 Jan 2018 - 31 Dec 2019)

Ms Chew Seow Chien

Ms Chia Yong Yong

Dr Chong Yoke Sin

Mrs Clara Goh Yau Hong

Ms Ku Geok Boon (Ex-officio)

Dr Lim Hong Huay

Mr Ng Cher Pong  
(1 Jan 2018 - 31 Dec 2019)

Ms Lynn Ng Hui Wah

Mr Sim Gim Guan

Mr Suhaimi Bin Salleh

Mr Tan Kwang Cheak

Ms Jean Tan Lay Kuan

Dr Wong Meng Ee

Mr Xie Yao Quan

Mr Zee Yoong Kang  
(1 Jan 2018 - 31 Dec 2019)

### Finance and Development Committee

Dr Chong Yoke Sin (Chairman)

Mr Chew Hock Yong

Ms Chew Seow Chien

### Audit Committee

Mr Suhaimi Bin Salleh (Chairman)

Mr Anjan Kumar Ghosh  
(1 Jan 2018 - 31 Dec 2019)

Mrs Clara Goh Yau Hong

Ms Lynn Ng Hui Wah

### Human Resource Committee

Mr Chew Hock Yong (Chairman)

Mr Tan Kwang Cheak

Dr Wong Meng Ee

Mr Zee Yoong Kang  
(1 Jan 2018 - 31 Dec 2019)

### MANAGEMENT

#### Chief Executive Officer

Ms Ku Geok Boon

#### Assistant Chief Executive

Mr Tan Ko We

SG Enable's constitution states that whenever a Board Director has an interest in any transaction, project or matter, the Director shall disclose the nature of his interest before the discussion and should not participate or vote on the matter. SG Enable also has in place a policy for conflicts of interest to ensure that directors and officers act independently and in the best interests of the Company, as well as to avoid conflicts of interest which may impede or compromise their responsibilities. All Board Directors have to make a declaration upon each new term of their appointments, and staff to declare upon first appointment and annually thereafter, that they have read and understood the policy and whether there are any present or potential conflicts.

# Inclusive Society. Enabled Lives.

## 2019 Milestones

**2019 APR**  
**Tech Able Recognised for Innovation**  
 Page 33

**2019 JUN**  
**Tech Able Refresh**  
 Page 32

**2019 APR**  
**Inaugural Goh Chok Tong Enable Awards**  
 Page 36

**2019 SEP**  
**5th Enabling Employers Awards**  
 Page 18

**2019 SEP**  
**Launch of Enabling Guide**  
 Page 10

**2019 DEC**  
**Job Redesign Guide**  
 Page 20

**2019 DEC**  
**Peer to Peer Mentorship**  
 Page 13

**2019 DEC**  
**Launch of i'mable Collective and Inaugural i'mable Gift Market**  
 Page 30

**2019 DEC**  
**Supporting Innovation with the Tote Board Enabling Lives Initiative Grant**  
 Page 28

**2020 MAR**  
**Inaugural Care Carnival**  
 Page 15

**2020 MAR**  
**Enabling Employment Initiative**  
 Page 21

**2019 SEP**  
**Expanding Network of Partners at Enabling Village**  
 Page 22

We had a very fruitful FY2019, with the above initiatives and events marking some of the key moments of the year as we continue to work towards the goal of building an inclusive society where persons with disabilities are empowered to overcome their challenges and pursue their dreams. Find out more over the rest of this report.

(verb) em-pow-er | \ im-'pau(-ə)r  
to encourage and support the ability to do something;  
or the freedom or confidence to do something.

# Empower

## Persons with Disabilities & Caregivers

Through timely access to relevant information, referral services, grants and support schemes, persons with disabilities and their caregivers are empowered to lead fulfilling and meaningful lives independently.

For persons with disabilities, this means having agency to live with dignity; for caregivers, this means having access to curated quality information to help them make informed decisions and find relevant support.



## Schemes Administration, Information & Referrals



**3,427**

Persons with Disabilities referred to Child & Adult Disability Services



**14,150**

Queries  
(Infoline & ContactUs Mailbox)



**4,831**

Queries  
(Concierge Counter)



**2,779**

Applications  
for Assistive  
Technology Fund



**4,233**

Applications for  
Transport Schemes

## Supporting Caregivers



**55**

Caregiver Activities  
organised at  
Caregivers Pod



**731**

Caregivers utilising  
Caregivers Pod



**1,124**

Downloads of  
CARElendar  
Events Calendar

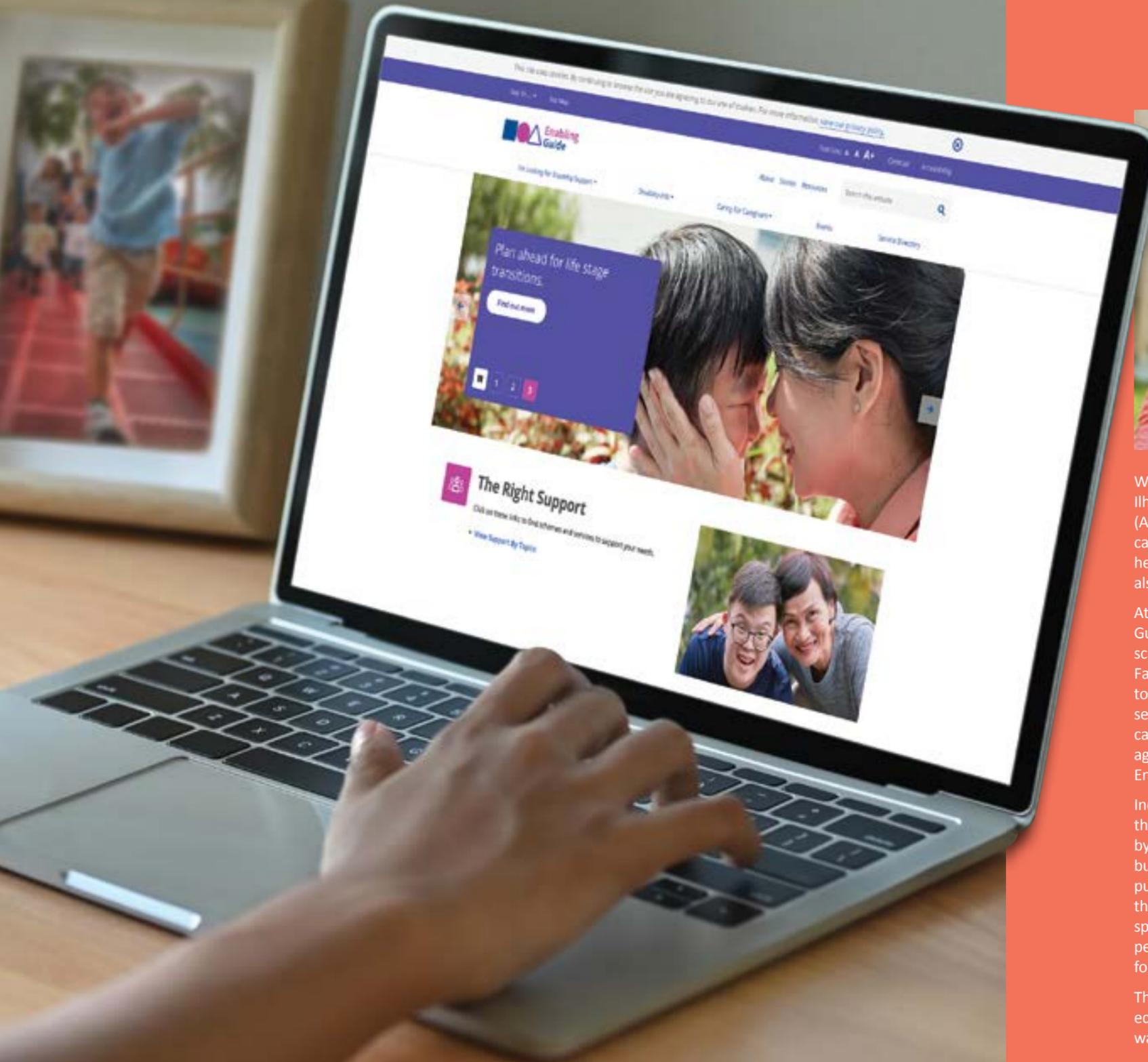


**27**

More Caregivers  
trained to be Mentors

# Helping Caregivers Navigate their Caregiving Journey

Meeting the needs of their care recipients at each stage of life with help from the Enabling Guide - a first-stop online portal that provides information on disability schemes and services.



When homemaker Farah Juwita's youngest son Ilhan was diagnosed with Autism Spectrum Disorder (ASD), she knew nothing about ASD and how to care for someone with special needs. Her sense of helplessness was compounded by the fact that she also had no idea where she could get help.

At that time, SG Enable just launched the Enabling Guide, an online resource that points to the many schemes and services for persons with disabilities. Farah used the newly launched Enabling Guide to search for information on autism and available services. As one of the first users, she joined other caregivers, persons with disabilities and social service agencies in giving feedback for the development of Enabling Guide.

Indeed, from employment support to social care, there are many resources out there provided by public agencies, social service agencies and businesses. Our goal with the Enabling Guide is to pull these resources together, and clearly organise them according to disability types, life stages, and specific needs. This makes it easier and faster for persons with disabilities and their caregivers to look for information for decision making.

The Enabling Guide is also for healthcare providers, educators, employers, and community leaders who want to know how they can better support their

patients, students, employees, and constituents with disabilities, and guide them to relevant resources.

Since its launch in July 2019, the Enabling Guide has benefitted more than **23,000** users. We are encouraged by the positive feedback we have received and are working to make the Enabling Guide even better.

“

*The Enabling Guide has been a very useful tool... It is comprehensive yet easy to understand, with helpful tips and links to other useful websites. I think it should be everyone's go-to site.*

**Farah Juwita**  
Caregiver

# Living Out the Ethos of Inclusion



## Modelling Good Design, Inclusive Training and Employment, and Community Integration

The Enabling Village represents a novel approach to social businesses and community building. It serves and supports people with diverse abilities. It is a place where they can move about independently, feel accepted and be valued for their contributions. As the first inclusive community space in Singapore, Enabling Village was privileged to host close to **2,700** visitors from **143** organisations. Among them were delegations from Brunei, France, South Korea and Vietnam.

We conducted learning journeys for students, educators, professionals, corporates, employers and grassroots volunteers. As a conducive space, we attracted close to **33,000** participants who attended over **650** events and training courses at Enabling Village and learnt more about universal design and inclusion.

In 2019, three new partners joined Enabling Village — Professor Brawn Bistro, teapasar and Junior Art Lab (see page 22 for more information).



# Equipping Caregivers with Knowledge and Skills

## Training Caregivers to be Peer Mentors



“

*It's important that caregivers have someone they can talk to or call when they need help.*

*Susan Yeo, Caregiver & Peer Mentor*

David Tan and Susan Yeo know how it feels to be overwhelmed as caregivers for children with special needs. Fortunately, they found comfort and support in parents who empathised with their situation.

In November 2019, David and Susan both attended the inaugural Peer-to-Peer Mentor training conducted by WC Hoecke, a veteran trainer of the programme in the US and caregiver of a son with Down Syndrome. The training equipped experienced parents to be mentors and provide peer support to fellow caregivers of persons with disabilities.

David and Susan have since gone on to train **27** other caregivers on how to be a peer mentor.



## Enhancing the NEXT Step Workshop

The NEXT Step workshop is an information session that educates parents on the importance of early diagnosis and intervention for children with disabilities. This helps parents to learn about the healthcare and educational options available and guides them in making decisions at critical points for their loved ones to receive the best and appropriate care at different stages of development.

Parents can attend the NEXT Step workshops at conveniently located and accessible community venues like Enabling Village, Sengkang Library and Woodlands Regional Library.

From May 2019 and February 2020, **24** workshops were conducted for over **400** caregivers.

# Working with Partners to Co-create Solutions



## Caregivers Coalition

Receiving appropriate care is important for persons with disabilities. To this end, a coalition of **20** social service agencies and **2** hospitals was formed with an aim to improve support for caregivers through concerted efforts among the professionals.

Partnering the Institute of Policy Studies, SG Enable embarked on a Design Thinking journey with the coalition to co-develop an Action Map for caregiver support.



## Co-creating Solutions with Caregivers and the Government

We facilitated conversations to co-create solutions amongst government representatives and caregivers. In these conversations, caregivers voiced the challenges they faced and both parties contributed solutions and affirmed their commitment to support caregivers.

### July 2019

Dialogue session with Members of Parliaments - Ms Rahayu Mahzam, Dr Intan Mohktar and Ms Cheryl Chan.

### August 2019

Focus group discussion with Ms Indranee Rajah, Second Minister for Finance and Education; Mr Sam Tan, Minister of State, Ministry of Social and Family Development; Mr Zaqy Mohamad, Minister of State, Ministry of National Development and Ministry of Manpower; and Special Education Branch representatives from the Ministry of Education.

### January 2020

Focus group discussion with Mr Sam Tan, Minister of State, Ministry of Social and Family Development; and Ms Denise Phua, Mayor of Central Singapore CDC and MP for Jalan Besar GRC.



## Raising Awareness

In November 2019, we had an information booth at the very first inclusive family day event, "Build. Bond. Engage. A Family Day for All", where we raised awareness on caregiver support.

Over **600** residents attended the event organised by Bukit Batok Grassroots Organisations and their partners MINDS, MIJ Education Hub, Special Needs Trust Company, Bukit Batok Social Service Office and South West CDC.



# Encouraging Peer and Community Involvement

## Our First Care Carnival



Over **250** caregivers and children with special needs attended the inaugural Care Carnival in November 2019. Held at Enabling Village, this ground-up initiative, by caregivers for caregivers, connected key stakeholders with one another, and sought to enable and empower caregivers by sharing knowledge.

Gracing the event were Mr Sam Tan, Minister of State, Ministry of Social and Family Development; Ms Denise Phua, Mayor of Central CDC; and Ms Rahayu Mahzam, Member of Parliament.

A highlight of the carnival was a keynote address by Professor Robin McWilliam of the University of Alabama, on early intervention strategies to help children learn at home. Caregivers also participated in focus group discussions and connected with caregiver support groups and inclusive interest-based activity providers.

The carnival was organised and led by caregivers, with support from SG Enable, Mediacorp Enable Fund, Lien Foundation and more than **30** community partners and caregiver support groups.

## The Caregivers Pod: Open House

The Caregivers Pod is a dedicated facility for all caregivers. It is a multi-functional space suitable for peer-support sessions and get-togethers, and even as a rest area.

Following its launch by Minister Desmond Lee in 2018, we held an open house in April 2019 to promote the space and foster networking between caregivers and support agencies.



# Enhance

(verb) en-hance | \ in-'han(t)  
to improve the quality, amount, or strength of something

## Employment & Employability

Persons with disabilities want to lead a dignified and productive life. Employment allows them to fulfill this aspiration, and presents opportunities for social participation and acceptance. This is especially important for persons with disabilities and their families.

Adapting jobs and services to provide reasonable accommodations for persons with disabilities allows businesses to develop greater flexibility

and tap into new resources and market segments. In addition, diverse work groups produce better solutions to business challenges, and inclusive hiring catalyses a more caring, cohesive and innovative company culture.

As such, a core focus of our work is to advocate for inclusive hiring, and we continue to develop the necessary ecosystem to nurture Ready Employees, Ready Employers and a Ready Environment.



## Training & Employment



**700**

Persons with Disabilities benefitted from Job Placement & Job Support Services



**941** Training Places curated



**750**

Persons with Disabilities trained



**25** Training Providers funded to develop Customised Courses

**1,399**

Employers trained



**198**

Persons with Disabilities benefitted from IHL Internship, RISE Mentorship, School-to-Work & Hospital-to-Work Programmes

# Celebrating Inclusive Employment

A record number of **111** organisations and individuals were recognised at the fifth edition of the **ENABLING EMPLOYERS AWARD**.



“

*We would also like to celebrate the outstanding contributions of persons with disabilities in their fields of work, and in playing a pivotal role to catalyse cultural change in organisations.*

**Ms Ku Geok Boon**  
Chief Executive Officer, SG Enable

Successfully integrating persons with disabilities into the workforce requires a thoughtful and multi-faceted approach, as Siloso Beach Resort (SBR) and the National Library Board (NLB) well know.

Both are longstanding inclusive employers of persons with disabilities, and have developed training and operational processes to help these employees succeed at their jobs. Both organisations received the Leader Award, the highest accolade of the Enabling Employers Awards.

They were among the **111** organisations and individuals honoured at the Enabling Employers Awards ceremony held at The Pan Pacific Singapore. This fifth edition of the biennial national awards saw an increase of more than 50% in the number of award recipients compared to the previous edition.

At SBR, staff with disabilities are given sturdier work equipment and modified workspaces where needed.

“

*I think persons with disabilities have a lot to give, and if we embrace them and let them journey with us, there is a lot we can learn from them even as we give them the opportunity to contribute.*

**Ms Elaine Ng**  
Chief Executive Officer, National Library Board

The company also offers flexible work arrangements for employees with disabilities who need to go for regular medical appointments, and redesigned some job roles for them to work in pairs.

They go the extra mile to educate staff and guests on interacting with persons with disabilities. Staff attend courses on understanding persons with disabilities, and are equipped with a handbook detailing best practices for communicating with and training their colleagues with disabilities. The eco-resort's in-room booklet also explains its inclusive workforce to guests, and managers are trained to explain this policy as well. These systematic efforts are the result of a hiring ethos that began 20 years ago.

Similarly NLB, a longstanding champion for persons with disabilities, provides them with ample opportunities for meaningful work.

In 2010, the NLB Externship programme was created to acclimatise youths and adults with special needs to a work environment. With training customised for their respective learning abilities, they are able to gain working experience for potential job opportunities within NLB or in other sectors.

In 2011, NLB initiated the redesign of job tasks for clients of Autism Resource Centre (ARC) and employed them as Digital Services Assistants at NLB's Digital Services Centre.

In 2018, the collaboration expanded to include the redesign of job tasks for shelving and shelf-reading of library materials. Following this endeavour, ARC clients were hired as Shelving Assistants. NLB and ARC will continue to identify clients for suitable roles.

# Ready Employers

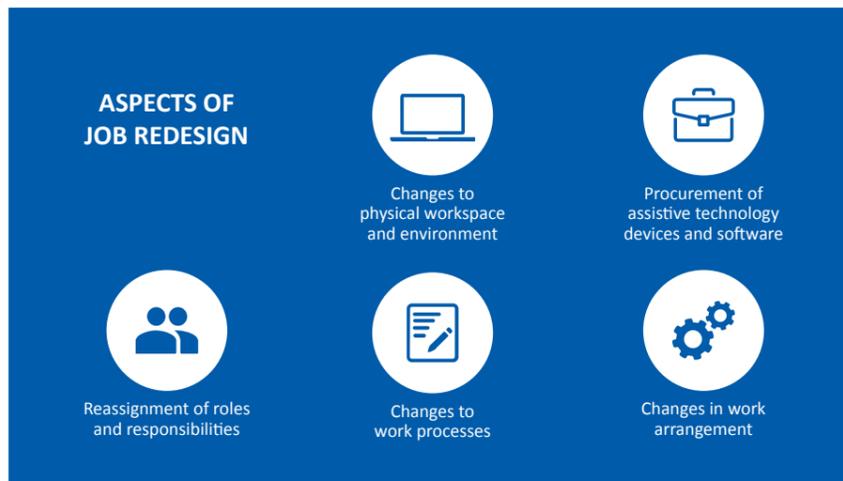
When it comes to creating inclusive workplaces, employers are a key lever for transformative change. We support employers as they build their capabilities in hiring and managing employees with disabilities.



## JOB REDESIGN GUIDE For Inclusive Employers

Job redesign creates opportunities for gainful employment for persons with disabilities. To help employers in this journey, we launched the Job Redesign Guide for Inclusive Employers in June 2019.

Developed with Ministry of Manpower, the guide includes four case studies, featuring our partners Foreword Coffee, Syariah Court, UOB and Yishun Community Hospital.



[bit.ly/SGEJobRedesignGuide](http://bit.ly/SGEJobRedesignGuide)



“  
I hope to activate a shift in our workplace culture, so that as a nation we can be more welcoming to persons with disabilities as co-workers.

President Halimah Yacob

## ENABLING EMPLOYMENT INITIATIVE (EEI)

Developed with the Singapore Hotel Association (SHA), this initiative builds up in-house job coaching capabilities in the hotel sector.

We equip SHA's in-house job coaches with skills to provide stronger natural

support for their employees.

EEI is supported by the Empowering for Life Fund under the President's Challenge, which also launched the President's Challenge Enabling Employment Pledge in March 2020.

SG Enable will work with the **110** employers who pledged at the launch at Enabling Village to be more inclusive in hiring, training and integrating employees with disabilities.



## INCLUSION SEMINAR 2019 Moving from Corporate Social Responsibility to Corporate Strategy

In October 2019, the 2nd Pan Pacific Hotels Group (PPHG) Inclusion Seminar discussed the impact of inclusive hiring on corporate culture and performance. The panelists shared the relevant initiatives spearheaded by

their respective organisations, and elaborated on their positive results.

Co-organised with SG Enable and UOB, the seminar saw close to **300** senior executives from the corporate and

non-profit sectors benefitting from the seminar. Mr Chan Chun Sing, Minister for Trade and Industry, was the Guest-of-Honour.

“  
We, as individuals and organisations, can bring out the best in one another, regardless of background or how we may be different.

Mr Chan Chun Sing  
Minister for Trade and Industry

# Expanding Network of Partners at Enabling Village

## Junior Art Lab



An inclusive enrichment space offering digital art classes, workshops and programmes for children and youth of all abilities, the studio also provides training and employment opportunities for persons with disabilities to become illustrators.

“We hope to continue empowering our artists. They will progressively be able to handle new job roles, and I believe we will learn a lot from them too,” says Studio Director Aminur Rasyid.

## teapasar

A first global tea marketplace, teapasar uses technology to test the authenticity of purchased tea and create a unique tea profile.

“Being in the Enabling Village, we work closely with SG Enable to create job opportunities for persons with disabilities, encourage them to do more with technology, and help create more sustainable businesses and an inclusive society,” says Alan Lai, teapasar’s co-founder.



## Professor Brawn Bistro



A social enterprise café by Autism Resource Centre (ARC) providing affordable good food by an inclusive quality workforce comprising people with different disabilities, profiles and ages.

“People with disabilities can lead productive lives. They, like the rest of us, want to work and enjoy financial independence,” says Jacelyn Lim, ARC’s Deputy Executive Director.

# Ready Environment

Employees and employers alike require support to successfully transition to an inclusive workplace. We work with partners, disability employment professionals and policy-makers to create this ecosystem of support.



“

*I just met a mother with her daughter ...she shared that her daughter has made tremendous progress... and she is assured that her daughter is learning skills and able to earn her own salary in future. So this is the impact of what you do.*

**DPM Heng Swee Keat**

## Comprehensive Training And Employment Programme

An initiative between Samsui Supplies & Services, SG Enable and Standard Chartered Bank Singapore, this six-month programme prepares persons with disabilities for employment in industrial kitchens, and prioritises their competencies over limitations.

SG Enable provided an industrial kitchen at Enabling Village with universal design such as wider aisles, stoves and sinks at various heights, and smart cooking equipment which accommodates trainees with disabilities. Successful graduates are subsequently placed in jobs offered by a partner network of F&B operators.



### Fostering an Understanding of the Employment Ecosystem

In August 2019, SG Enable hosted Ms Indranee Rajah, Second Minister for Finance and Education; Mr Sam Tan, Minister of State for Social and Family Development; and Mr Zaqq Mohamad, Minister of State for National Development and Manpower, at Enabling Village.

They were briefed on the current employment landscape for young adults with special needs after they leave the

school system, ways to improve their job options, and SG Enable's role in supporting post-school employment.

They had a fruitful discussion with job coaches, employers, caregivers and innovation partners, who shared their experiences and offered suggestions on how to better support persons with disabilities for independent living.



### Supporting Disability Employment Professionals

Our employment facilitation services for persons with disabilities require effective outreach and continuous engagement with stakeholders. Job coaches, who help persons with disabilities learn and perform their work duties, are one of these crucial stakeholders.

Job coaches are instrumental in enabling persons with disabilities to integrate into the workforce. In a research study with Asia Centre for Social Entrepreneurship and Philanthropy, job coaching and support was ranked as one of the top three services used by employers and played a critical role in the companies' inclusive hiring and retention of employees with disabilities.

We support job coaches by developing their capabilities. Job coaches can apply for the **Advanced Certificate in Supported Employment** developed by SG Enable, or the **SkillsFuture Study Award for Disability Employment Professionals**.

# Ready Employees

We work with partners and develop various initiatives to train and upskill persons with disabilities through a continuum of training pathways that prepare them for the workforce.



### Job Shadowing Day

Students from 14 SPED schools visited over 24 organisations, including Cushman & Wakefield, Barclays Capital and Pan Pacific Serviced Suites to get a better understanding of working life.



### RISE Mentorship

In this 16-week programme, tertiary students are matched with business leaders to tap their expertise, experience and networks, and receive professional guidance.

### Institutes Of Higher Learning (IHL) Internship

IHL students gain valuable work experience that stands them in good stead for future jobs. Through these internships, they can build professional networks and gain job-related knowledge and skills.



### School-To-Work Programme

90% of SPED graduates in this programme were placed in employment, through customised training pathways and work options for diverse disability profiles.



### Training & Career Fairs

We held a Virtual Career Fair (21 May to 14 June) and a Training & Career Fair (14 September), that featured job opportunities in diverse sectors for persons with disabilities.



### Hospital-To-Work Programme

Persons with acquired disabilities may have to seek out new career paths and learn new skills. We support them in this transition by providing services such as skills training and employment assistance.

(verb) en-gage | \ in-'gāj  
To come together and connect

# Engage

## Stakeholders and the Community

Everyone has a part to play in building an inclusive Singapore where persons with disabilities are integral members of society. To turn this vision into reality, we engage with families, community groups and partners to seek out opportunities to amplify the voices of persons with disabilities, support their aspirations and foster greater integration.

### Stakeholders

Through partnerships and collaborations with key stakeholders, we find innovative solutions that allow persons with disabilities to live independently and with dignity.

### Communities

Through various initiatives and events, we raise awareness of the different ways persons with disabilities can make valuable contributions, and the services and programmes that are available to support them.

### Organisations

Through workshops and seminars with organisations, we share our knowledge on disability to enable and inspire them to better engage, serve and embrace consumers with disabilities.



## Tech Able



**4,457**

Visitors  
(including Walk-ins, Learning Journeys & Tours)

Through Partnerships & Collaborations, we reached out to

**>10,000**

Persons with Disabilities, Employers & Sector Professionals

**200**

Devices showcased across  
**>30 categories**



**21**

Events organised



**272**

Persons with Disabilities supported through Assistive Technology Assessment Sessions by SPD

## Mediacorp Enable Fund



**>\$700,000**

To Support Persons with Disabilities in Fulfilling their Aspirations, Meeting Last Mile Needs, Transiting to Work, and Enhance Community Support Programmes

# Supporting Innovation

## with the Tote Board Enabling Lives Initiative (TBELI) Grant

Through establishing shared goals and bringing together a community of non-profit organisations, social enterprises and innovators, SG Enable seeks to achieve collective impact in the disability sector with scalable and meaningful solutions for persons with disabilities and caregivers. These are some of the highlights from the supported projects.



### Engaging in Music and Dance

Anything is possible, if the right support is in place.

That's what Chen Wanyi, who has Down Syndrome, found out when she took part in ELEVATE, a programme that trains persons with disabilities in dance techniques drawn from Bharatanatyam and contemporary dance, as well as technical management and arts administration skills.

Wanyi was one of the performers in Puffing Bodies, a work created by Singapore's Maya Dance Theatre in collaboration with German company IPTanz. The production, which was staged in December 2019, centred on the exploration of body shaming as a social issue. In a plastic cage, Wanyi danced

to a recording of her voice, telling an interviewer about her anxieties and desires for her body.

Some ELEVATE participants have performed in India, while others took to the stage in Singapore with a performance titled Speaking With Hands. Offstage, participant Arassi Rajkumar has been enjoying her role as a wardrobe manager, while Weng Jiaying recently started training as a co-facilitator.

In total, 10 participants have signed up for this two-year pilot programme, which aims to help persons with disabilities develop life skills and employability through exposure to staging dance performances.



### Adaptive and Sustainable Fashion by Singapore Fashion Runway

Having disabilities may limit one's fine motor skills and putting on clothes may pose a challenge as most apparel in the market are not designed with the needs of persons with disabilities in mind. The situation may trigger stress and feelings of inadequacies, as persons with disabilities feel they cannot perform even a simple task.

This project sets out to tackle this challenge, and worked with caregivers, designers with disabilities and design students to create clothes with adaptive designs that cater to persons with disabilities. It benefitted caregivers and their care recipients as they bonded over the project and learned new skills such as event management and retailing.

The project culminated in two roadshows held by Singapore Fashion Runway in March 2020. Persons with disabilities and their caregivers tried on the outfits that were sewn with new fabrics and materials. The project was such a success that the outfits were displayed at The Substation, and were featured in a fashion show staged by Singapore Fashion Runway.

The project's success also brought about a demand for workshops in design and sewing for persons with disabilities and caregivers. They will be sewing clothes for an upcoming fashion show that showcases apparel for persons with disabilities.



# Showcasing Artistic Talents with i'mable Collective

The i'mable Collective nurtures and develops a community of artists and makers with disabilities through collaborative partnerships. This multi-sectoral platform creates enterprise opportunities by harnessing creativity, expertise and resources of partners who are motivated to contribute towards the development of a viable market for goods and services that showcases the talents of persons with disabilities.



“  
*We will devote efforts and resources to connect Makers with Partners to build their capabilities and expand avenues for collaboration, and with corporate clients keen on procuring top-of-class products with a social cause.*  
”  
**Mr Xie Yao Quan**  
*i'mable Collective Workgroup Co-chair  
SG Enable Board Member*



The first i'mable Gift Market was held at Enabling Village in November 2019. The market saw more than **30** vendors offering a smogasbord of products and gifts by artists and artisans with disabilities from social service agencies and social enterprises — perfect for the year-end shopping season. More than **4,000** people came and many went back delighted with their purchases and the experiential workshops.

The i'mable Collective was launched in conjunction with the i'mable Gift Market which was graced by President Halimah Yacob, who welcomed the Collective's work. "This is important, as one common feedback I heard during my visits to the disability sector is that we need more opportunities for beneficiaries and clients with disabilities to showcase their work," she said.

The i'mable Collective and i'mable Gift Market support the broader i'mable initiative by SG Enable which seeks to highlight and celebrate the abilities of persons with special needs. SG Enable invites individuals, organisations and society as a whole, to take positive action for persons with disabilities by collaborating with us, being inclusive in employment, giving donations and volunteering, and supporting social procurement.

When different sectors in Singapore come together, we can reap and showcase the value creation and excellence that can be achieved. We can do better. Together.

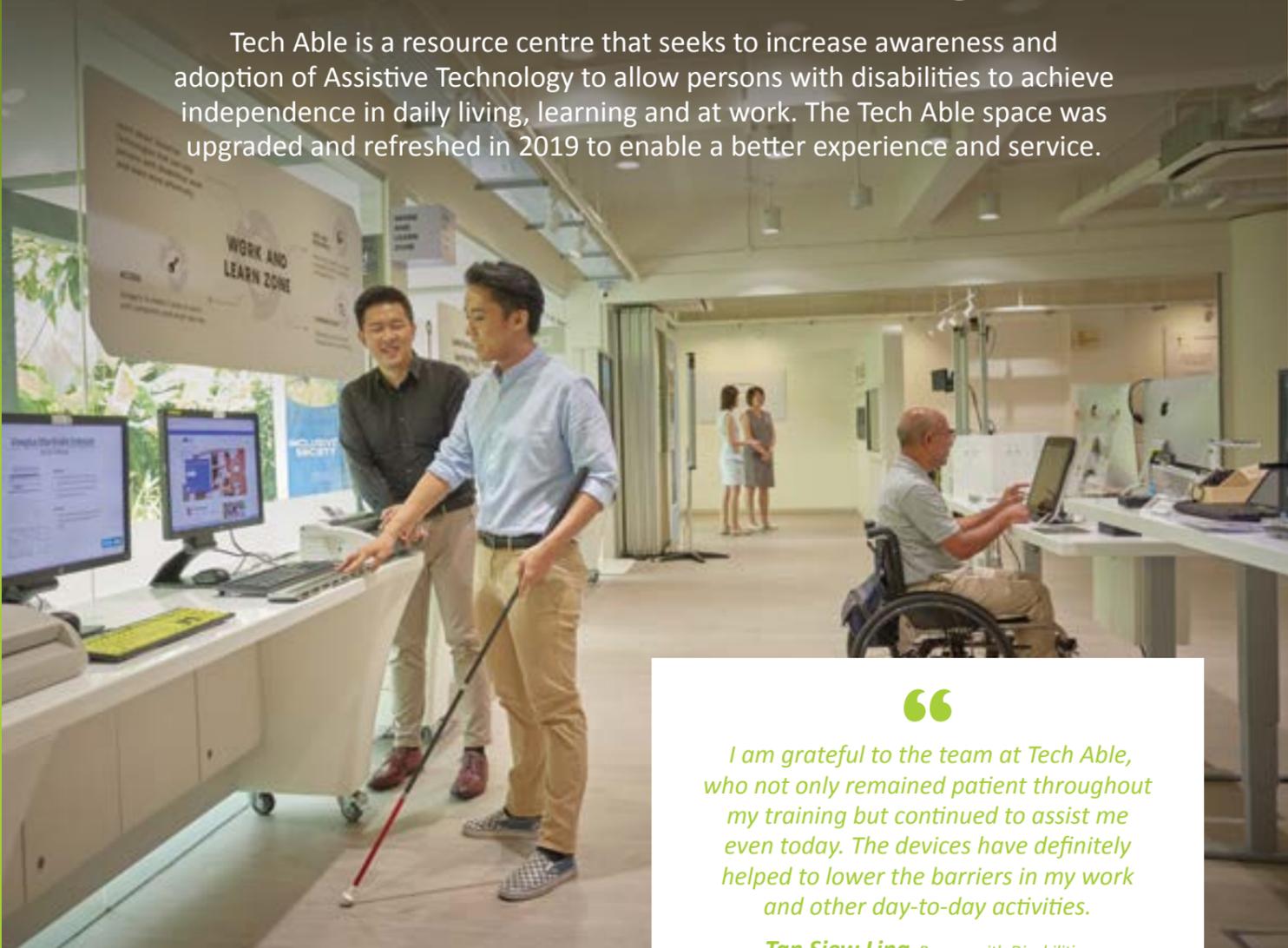


“  
*The Collective represents a strong commitment to create more opportunities for them to showcase their capabilities and empower them through collaboration and employment.*  
”  
**Ms Jean Tan**  
*i'mable Collective Workgroup Co-chair  
SG Enable Board Member*



# Overcoming Barriers with Assistive Technology

Tech Able is a resource centre that seeks to increase awareness and adoption of Assistive Technology to allow persons with disabilities to achieve independence in daily living, learning and at work. The Tech Able space was upgraded and refreshed in 2019 to enable a better experience and service.



“  
*I am grateful to the team at Tech Able, who not only remained patient throughout my training but continued to assist me even today. The devices have definitely helped to lower the barriers in my work and other day-to-day activities.*  
Tan Siew Ling, Person with Disabilities



The new interactive zones at Tech Able for visitors to explore the various assistive technology devices.

Siew Ling, who is blind and deaf, was one of the first clients to experience the 4 interactive zones – Work and Learn, Play and Innovation, Home, Mobility – at the new Tech Able.

She loaned and tried out 2 devices from Tech Able – the Roger Pen, a portable microphone, and MyLink, a receiver that can be connected to hearing aids.

After receiving an assessment at Tech Able, Siew Ling was recommended the BrailleSense Polaris, a notetaker for the blind. She obtained an available set from the Loan Library to familiarise herself with the device and provided feedback on the personalisation that would be required.

When Siew Ling received her personal BrailleSense Polaris, it was programmed to suit her work demands and personal preferences, and to connect to her other assistive devices.

## Tech Able Recognised for Innovation

In 2019, Austria's Essl Foundation bestowed Tech Able with the prestigious Zero Project Award, in recognition of innovative solutions to problems faced by persons with disabilities.

See these futuristic devices on the cover of this report? Here's what they can do:

### OrCam MyEye 2

This lightweight wearable device assists users with visual impairment in reading text and recognising currencies through simple and intuitive finger pointing gestures. It can even perform real-time facial recognition for easier social interaction with friends and loved ones.

### NAO Robot

This humanoid robot can walk, dance and engage children with special needs to improve their communication and socialisation skills. Children in Kindle Garden Preschool by AWWA at Enabling Village were among the first users to befriend NAO.

### TEK Robotic Mobilisation Device

With this device, users with limited leg strength can move through narrow spaces and perform tasks in home or indoor environments while standing upright. It also assists in posture correction.

### iMirror

This interactive screen functions as an instruction medium and virtually simulates real-life scenarios such as crossing roads and taking public transport. It was adopted by SPED schools to teach independent travelling to students with intellectual disabilities.



### A Hackathon with a Difference: Tikkun Olam Makers

We supported Tikkun Olam Makers (TOM) in their first-ever MakeAthon in Singapore in June 2019, by bringing together individuals and organisations to provide problem statements for the makers.

The event, which was supported by Mediacorp Enable Fund, was held in celebration of 50 years of diplomatic relations between Singapore and Israel, and culminated in a showcase of solutions.

The event was attended by Her Excellency Simona Haparin, the Ambassador of Israel to Singapore; and Ms Indranee Rajah, Second Minister for Finance and Education.



### Robotic Intervention

With the US Embassy of Singapore, we organised workshops led by Dr Ayanna Howard, Professor and Chair of Interactive Computing at Georgia Tech University, and one of Forbes' Top 50 Women in Technology. The sessions allowed caregivers and allied professionals to explore the benefits of robotic intervention for learning and healthcare.



### Tech for Good Festival 2019

This festival challenged youths aged 15 to 25 years old to develop solutions that benefit persons with disabilities, as well as their families and caregivers. Besides serving as one of the judges for the event, SG Enable was happy to give insights into assistive technology and mentor participating teams as they refined their ideas and proposed solutions.



### Paving the Way for an Inclusive Singapore with Accessible Transport

We collaborated with the Land Transport Authority (LTA) to pilot its Mobility Assistance for the Visually Impaired and Special Users app, better known as MAVIS. The app provides audio alerts for visually impaired commuters, while wheelchair users can use it to check bus capacity. For bus captains, the app alerts them to commuters with disabilities who are waiting to board the bus.

We are encouraged by the positive response to date and look forward to the expansion of MAVIS to benefit more persons with disabilities.

### Showcasing Assistive Technology at library@harbourfront

As part of ongoing efforts to increase awareness on the benefits of assistive technology adoption by persons with disabilities and the elderly, we partnered with National Library Board to set up an assistive technology device showcase at the library@Harbourfront from July to September 2019. Visitors learned about the various devices on display and participated in workshops on assistive technology.



### Promoting Consumer Inclusiveness

The Consumer Inclusiveness Workshop helps organisations be more inclusive and expands their market share. Learners gain knowledge on how to interact with consumers with disabilities and learn practical tips to review products and

services to gauge if they are accessible for consumers with disabilities. With improved products and services that are accessible, the consumer experience is enhanced for all.



## Goh Chok Tong Enable Awards: Celebrating Achievements and Abilities

Debuted in July 2019, the awards honoured **13** individuals for attaining excellence in architecture, sports and the social service sector, and demonstrating promise in the arts, the culinary field and other domains. The awards ceremony was held at the Istana and graced by President Halimah Yacob and Emeritus Senior Minister (ESM) Goh Chok Tong.

### Goh Chok Tong Enable Awards (UBS Achievement) Awardees

- Michael Ngu, Architect
- Tan Guan Heng, Former President of Singapore Association of the Visually Handicapped
- Yip Pin Xiu, Athlete

### Goh Chok Tong Enable Awards (UBS Promise) Awardees

- Adelia Naomi Yokoyama
- Chalmers Wong
- Chen Zhiyue
- Fathima Zohra
- Joshua German
- Muhammad Haikal Bin Johari
- Stephanie Ow
- Timothy Lee
- Toh Wei Soong
- Wong Zhi Wei

## Supporting Persons with Disabilities in Achieving their Dreams

Mediacorp Enable Fund (MEF) aims to build a society where persons with disabilities are recognised for their abilities and can lead full and socially integrated lives. Since November 2018, the fund has doubled its outreach efforts.

Chang Xun attended Rainbow Centre Yishun Park School, where he received the Lee Kuan Yew Exemplary Student Award in 2018 for his talent in the performing arts. He dreamt of being a pianist and was talent-scouted as a lobby pianist at Khoo Teck Puat Hospital. MEF supported Chang Xun's dream by providing him with a grant to support his musical aspirations.

Nine climbers with special needs scaled Japan's Mount Fuji in 2019, with the support of MEF. Organised by YMCA Singapore, MEF defrayed the cost of the four-day expedition and helped the climbers fulfill their aspirations and develop their self-confidence.



## Marching in The Purple Parade 2019

We proudly formed a contingent with and marched alongside our counterparts from Ministry of Social and Family Development and volunteers from Aetos Holdings, Feinmetall Singapore, Google, Samsui Supplies and Services, Superhero Me, Pu Ti Lian She and the Singapore Business Network on DisAbility (SBNod).



## Garnering Volunteer Support

Over **200** individuals volunteered their precious time with us. Volunteers with disabilities, in particular, played an important role by sharing their lived experiences during focus group discussions and accessibility pilot projects.



## Reaching Out to Grassroots Leaders

We met with key grassroots leaders from the community development councils to raise awareness about SG Enable's services and programmes. Through these efforts, we hope that grassroots leaders will be better able to serve their residents who are persons with disabilities or caregivers.



## Creating Postcards for the Istana

A roving exhibition "Our Istana: A Living Museum" gave us the opportunity to work with TOUCH Community Services to showcase the artistic talents of persons with disabilities. Limited edition postcards featured orchids painted by six persons with disabilities.



## Mediacorp Enable Fund (MEF) A HUGE Thank You to Our Fundraisers!

Celebrities including Elvin Ng, Denise Camillia Tan, Hong Ling, Melanie Oliveiro, Nick Teo, Rebecca Lim, Romeo Tan and Steven Chia generously parted with their pre-loved belongings to help raise funds for MEF through the Mediacorp Celebrities Charity Boutique at the i'mable Gift Market in November 2019.

We would like to express our appreciation to Fund Patron ESM Goh Chok Tong, and Speaker Tan Chuan-Jin for their continued support of MEF.

# Financial Statement

# Board Meetings

Statement of Comprehensive Income for the Year Ended 31 March 2020		
	2020	2019
	\$	\$
<b>INCOME</b>		
Other comprehensive income	4,699,133	5,273,982
<b>EXPENDITURE</b>		
Employee benefits expenditure	18,217,894	15,494,709
Other operating expenditure	7,479,184	6,417,356
<b>Total Expenditure</b>	<b>25,697,078</b>	<b>21,912,065</b>
Deficits before grants income	(20,997,945)	(16,638,083)
Grants income	30,667,288	22,131,762
<b>Surplus for the year</b>	<b>9,669,343</b>	<b>5,493,679</b>

Statement of Financial Position as at 31 March 2020		
	2020	2019
	\$	\$
<b>ASSETS</b>		
Non-current assets	19,444,709	15,093,885
Current assets	33,394,028	25,704,001
<b>TOTAL ASSETS</b>	<b>52,838,737</b>	<b>40,797,886</b>
<b>LIABILITIES</b>		
Non-current liabilities	15,437,248	12,219,046
Current liabilities	8,100,744	8,947,438
<b>TOTAL LIABILITIES</b>	<b>23,537,992</b>	<b>21,166,484</b>
<b>NET ASSETS</b>	<b>29,300,745</b>	<b>19,631,402</b>
<b>RESERVES</b>		
General reserves	18,444,566	11,180,003
Specific reserves	10,856,179	8,451,399
<b>TOTAL RESERVES</b>	<b>29,300,745</b>	<b>19,631,402</b>

Disbursement of Schemes and Programmes for the Year Ended 31 Mar 2020		
	2020	2019
	\$	\$
<b>SCHEMES AND PROGRAMMES</b>		
Assistive Technology Fund	3,594,376	3,591,351
Job Placement Job Support	1,676,061	969,052
Open Door Programme	2,314,653	2,625,512
SkillsFuture Study Award for Persons with Disabilities and Disability Employment Professionals	30,000	65,000
Special Assistance Fund	416,756	444,249
Taxi Subsidy Scheme	226,814	226,539
Tech Able	605,133	334,920
DBS Subsidy for Rides	-	100,000
Tote Board - Enabling Lives Initiative Grant	3,907,679	3,175,242
VWO Transport Subsidy Scheme	6,804,739	6,075,604
Workability Food Preparation Programme	86,200	167,400
<b>TOTAL DISBURSEMENT IN THE YEAR</b>	<b>19,662,411</b>	<b>17,774,869</b>

Board meetings and a board retreat are held annually to review the Company's plans, financial position, key programmes and services, and monitor the achievement of desired outcomes and key performance targets. To facilitate attendance, the meetings are scheduled a year ahead and materials are circulated to the Board Directors a week in advance of the meeting. Minutes of the Board and Committee meetings are recorded and circulated in a timely manner. The Board Directors are also briefed on compliance related matters during the respective Board and Committee meetings. The Board will approve the following year's workplan and annual budget at the last meeting of the financial year.

A total of three Board meetings and five Committee meetings were held in financial year 2019. Attendance by the Directors for the meetings is as follows:

Name of Member	Date of First Appointment	Date of Last Re-Appointment	Expiry of Term	Board of Directors	Audit Committee	Finance & Development Committee	Human Resource Committee
				Number of Meetings Attended			
Mr Chew Hock Yong (Chairman)	1 May 2016	1 Jan 2020	31 Dec 2022	3	-	1	2
Mr Anjan Kumar Ghosh <sup>1</sup>	1 Jan 2014	1 Jan 2018	31 Dec 2019	2	2	-	-
Ms Chew Seow Chien	1 Jan 2014	1 Jan 2020	31 Dec 2022	1	-	1	-
Ms Chia Yong Yong	1 Jan 2014	1 Jan 2020	31 Dec 2022	2	-	-	-
Dr Chong Yoke Sin	1 Jan 2014	1 Jan 2020	31 Dec 2022	3	-	1	-
Mrs Clara Goh Yau Hong	1 Jan 2018	1 Jan 2020	31 Dec 2022	2	2	-	-
Ms Ku Geok Boon (Chief Executive Officer)	16 Sep 2013	1 Jan 2020	31 Dec 2022	3	-	-	-
Dr Lim Hong Huay <sup>2</sup>	1 Jan 2020	-	31 Dec 2022	1	-	-	-
Mr Ng Cher Pong <sup>1</sup>	1 Jan 2018	-	31 Dec 2019	1	-	-	-
Ms Lynn Ng Hui Wah	1 Jan 2016	1 Jan 2020	31 Dec 2022	2	-	-	-
Mr Sim Gim Guan <sup>2</sup>	1 Jan 2020	-	31 Dec 2022	1	-	-	-
Mr Suhaimi Bin Salleh	1 Jan 2014	1 Jan 2020	31 Dec 2022	3	2	-	-
Mr Tan Kwang Cheak	1 Jan 2018	1 Jan 2020	31 Dec 2022	0	-	-	-
Ms Jean Tan Lay Kuan	28 May 2015	1 Jan 2020	31 Dec 2022	3	-	-	-
Mr Xie Yao Quan	1 Jan 2018	1 Jan 2020	31 Dec 2022	1	-	-	-
Dr Wong Meng Ee	1 Jan 2014	1 Jan 2020	31 Dec 2022	2	-	-	2
Mr Zee Yoong Kang <sup>1</sup>	28 Feb 2014	1 Jan 2018	31 Dec 2019	1	-	-	0

<sup>1</sup> These Directors attended up to two of the three Board meetings held in FY19 as they retired from the Board in Dec 2019.

<sup>2</sup> These Directors attended one out of three Board meetings held in FY19 as they were appointed in Jan 2020.



**Doing Better.**  
*Together.*

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**Corporate**  
sgenable.sg  
Facebook.com/SGEnable  
LinkedIn.com/SGEnable

**Disability Employment Portal**  
employment.sgenable.sg

**Enabling Village**  
enablingvillage.sg  
Facebook.com/EnablingVillageSG  
Instagram@enablingvillage

**Initiatives**  
enablingguide.sg  
imable.sg

**Tech Able**  
techable.enablingvillage.sg  
Facebook.com/TechAbleSG

**Tote Board Enabling Lives Initiative Grant**  
enablinglives.sg

**SG ENABLE**  
Inclusive society. Enabled lives.

