



SG ENABLE



FIRSTSTOP

2020

Inclusive Society. Enabled Lives.

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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Enabling Village
Special Feature

“We thank all our partners for working with us to co-create services and solutions for persons with disabilities ... Together, we can realise our vision of an inclusive society and enabled lives.”



Chairman's Message

The year 2020 was a milestone year for SG Enable.

Since its set up in 2013, SG Enable has become a trusted partner to the disability social service agencies (SSAs), employers and other key stakeholders in the disability space.

As we heard calls for better coordination in the disability sector, we recognised that bringing different functions under one roof will improve efficiency and oversight, and streamline delivery of services. It will also provide clearer direction for the many helping hands in the disability space.

Hence from October 2020, the Ministry of Social and Family Development (MSF) transferred the administration of disability service-related programmes by MSF and the National Council of Social Service (NCSS) to SG Enable. Going through a reorganisation is never easy, especially so with remote working conditions. I thank SG Enable, and MSF and NCSS colleagues involved, for making a successful transition with minimal disruption to services for persons with disabilities.

The COVID-19 pandemic affected all Singaporeans, particularly persons with disabilities and their caregivers. With support from the Mediacorp Enable Fund, we put together the Urgent C.A.R.E. initiative to support vulnerable persons with disabilities and caregivers during the circuit breaker period. We rallied volunteers to pilot the making of see-through masks for students who are deaf or hard of hearing, and their teachers and school staff to aid communication and learning.

To better support persons with disabilities in living independently, we partnered Google to launch a Smart Home Guide featuring different smart home technologies.

We also worked with the Institute of Policy Studies and 25 Coalition Partners for Caregiver Support to co-create the Caregiver Action Map to better support caregivers, and started the Singapore Together Alliance for Action for Caregivers of Persons with Disabilities.

During the pandemic, many events went virtual which allowed us to transcend physical space constraints and geographical boundaries. Our biennial Inclusive Business Forum saw a record number of 700 local and international participants learning about best practices in disability inclusion at the workplace.

In the months leading up to August, National Day Parade (NDP) packs featuring artworks of persons with disabilities were distributed across Singapore. This arose from a partnership between SG Enable, the NDP EXCO and our SSA partners. This national platform brought attention to the talents of artists with disabilities, and they were proud to present their gifts to the nation.

In October, we launched the Enabling Mark, a national-level accreditation framework that benchmarks and recognises organisations for their best practices and outcomes in disability-inclusive employment.

And we ended the year with the Enabling Lives Festival to celebrate, with more than 50 partners, the 5th anniversary of Enabling Village. We also held our annual Goh Chok Tong Enable Awards at the festival to recognise exceptional and promising persons with disabilities, and launched the \$25m Enabling Lives Initiative with Tote Board to support social innovations and public education in the disability space.

We thank all our partners for working with us to co-create services and solutions for persons with disabilities, and all our funders and donors for their support. Together, we can realise our vision of 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 2015 to 28 February 2024

Registered Address

20 Lengkok Bahru, #02-06, Singapore 159053

External Auditor

KPMG LLP

Company Secretary

Kiar Lee Noi
Boardroom Corporate & Advisory Services Pte Ltd

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.

BOARD OF

Directors and Management



SG Enable Board of Directors at a Board Retreat held in Nov 2020.

Back row: Mr Xie Yao Quan, Dr Wong Meng Ee, Mr Suhaimi Bin Salleh, Mr Tan Kwang Cheak
Middle row: Ms Jean Tan Lay Kuan, Ms Tan Li San, Ms Chew Seow Chien, Mrs Clara Goh Yau Hong
Front row: Ms Ku Geok Boon, Mr Chew Hock Yong, Ms Lynn Ng Hui Wah
Not in picture: Dr Chong Yoke Sin, Ms Chia Yong Yong, Dr Lim Hong Huay

BOARD OF DIRECTORS

Chairman

Mr Chew Hock Yong

Members

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
Ms Lynn Ng Hui Wah
Mr Sim Gim Guan
(1 Jan 2019 to 31 May 2020)
Ms Tan Li San
(from 1 June 2020)
Mr Suhaimi Bin Salleh

Mr Tan Kwang Cheak

Ms Jean Tan Lay Kuan
Dr Wong Meng Ee
Mr Xie Yao Quan

Finance and Development Committee

Dr Chong Yoke Sin (Chairman)
Mr Chew Hock Yong
Ms Chew Seow Chien

Audit Committee

Mr Suhaimi Bin Salleh (Chairman)
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

MANAGEMENT

Chief Executive Officer

Ms Ku Geok Boon

Assistant Chief Executive

Mr Tan Ko We

2020

Milestones

2020
APR

Our Response
to COVID-19
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Smart Home
Guide
Page 50

National Day
Parade 2020
Page 16



Training
Roadmap
for Disability
Employment
Professionals
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Expanded
Portfolio of
SG Enable
Page 9



i'mable
Collective
Utama
Collection
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Enabling Lives
Festival
Page 14



SGUnited
Jobs & Skills
Framework
Page 48

Alliance for
Action
for Caregivers
of Persons with
Disabilities
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2021
MAR



Goh Chok Tong
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Enabling Mark
Launch
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Enabling Lives
Initiative Launch
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First Stop

When SG Enable was set up in 2013, the Ministry of Social and Family Development (MSF) identified enhancing employment and employability for persons with disabilities as our key priority. While a few social service agencies (SSAs), known as Voluntary Welfare Organisations (VWOs) then, had started vocational training and job coaching for persons with disabilities, the ecosystem to support disability-inclusive hiring was still relatively underdeveloped.

Since then, we have focused on building the disability employment ecosystem with Ready Employees, Ready Employers and a Ready Environment. Our partnership approach with employers, special education (SPED) schools, institutes of higher learning, SSAs and government agencies yielded quality employment outcomes. Persons with disabilities now have greater job opportunities across a wider variety of industries and sectors, where they are accepted and thriving in a more caring and disability-inclusive workplace.

Over the years, we have worked with corporates, moving beyond employment to collaborate in other areas such as consumer inclusiveness, social procurement, and social innovation. Our newer focus on caregiver support sees us collaborating with key stakeholders to develop solutions for caregivers to sustain in the caregiving journey.

In 2020, the consolidation of disability functions from MSF and National Council of Social Service (NCSS) with SG Enable affirms our work and will strengthen our oversight of the continuum of services for persons with disabilities. We are now in a better position to

be a “**first stop**” for persons with disabilities and their caregivers, and for partners seeking to support the disability cause. By developing the disability support ecosystem through engaging key stakeholders and enabling the SSAs and key partners, we unlock greater value for persons with disabilities and their caregivers.

Amid the COVID-19 pandemic, we also celebrated the 5th anniversary of Enabling Village (EV). Winning both local and international accolades for its universal design, enabling technology and social innovations, EV has successfully brought together like-minded stakeholders, community and corporate partners who are committed to driving innovation and inclusion. We hope our stories in the EV supplement will inspire you to join us in Building Dreams and Enabling Lives.

The journey ahead requires us to be bold, innovative and resilient. To build an inclusive society where persons with disabilities are fully accepted and valued as integral members of society, it is important for all of us to come together to support one another, for greater collective impact.

Thank you to all our partners and stakeholders – including persons with disabilities, their caregivers, SSAs, inclusive employers, corporate partners, donors, and the community – for your strong support and for journeying with us through the years.

As we push ahead, join us to make Singapore the most inclusive city in the world.

Ku Geok Boon
Chief Executive Officer



In October 2020, the following functions were transferred from MSF and NCSS to SG Enable:

- Service development and management of disability programmes - community integration support, special student care centres, day activity centres, sheltered workshops, children and adult disability homes, disability drop-in programmes, disability hostels and community group homes
- Fund administration of disability programmes funded by Tote Board Social Service Fund, Community Chest Fund, and President's Challenge
- Lead the Disability Network (now known as Disability Professionals Network) for sector players and disability professionals to learn about developments in policy, practices and trends in disability, align the sector's initiatives, and facilitate collaboration
- Administration of Assisted Deputyship Application Programme
- Administration of Developmental Disability Registry
- Lead public education efforts related to disability

Inclusive

Society

We envision an inclusive Singapore, where we focus on abilities and celebrate diversity. In this place we call home, everyone belongs and persons with disabilities are valued as integral members of society. They are a part of us, not apart from us.

To realise this vision, we rally partners to join us as an **advocate** for greater disability inclusion. We see ourselves as a **catalyst** to ignite change and foster innovation. We come alongside our partners as an **enabler** to build a robust ecosystem of support for persons with disabilities.

Our efforts to build an inclusive society are also in line with recommendations by the two Third Enabling Masterplan Workgroups, formed in 2019, on preparing persons with disabilities for the future economy and promoting their independent living through technology and design. For example:

- To increase recognition of inclusive employers, we launched the Enabling Mark, a national-level accreditation for disability-inclusive hiring, in October 2020.
- For public transport, besides improving the infrastructure to reduce barriers, there are also ongoing efforts such as the Caring SG Commuters Movement to encourage a more caring commuting culture. As part of the Caring SG Commuters Committee, we have partnered our local transport operators to advocate for greater disability inclusion in public transport.
- To enhance accessibility of websites, more Government websites will be adopting the international Web Content Accessible Guidelines. As part of our continuing efforts to enable greater disability inclusion in the community, we introduced consumer inclusiveness workshops in e-accessibility in November 2020 to educate resource personnel on these guidelines.

Advocate

Integrating Persons with Disabilities as Valued Members of Society

Advocacy champions positive change. In our context, we want to change attitudes towards persons with disabilities and approaches to disability issues.

SG Enable believes that every person makes a difference, including those with disabilities. By advocating for disability

inclusion, we are building a value system that will define us as individuals, organisations, and as a nation.

Advocacy starts with one person, a moment, a thought, an act of inclusion. Join us in unleashing our creativity and passions to advocate for a more caring and inclusive Singapore.



Creating Awareness



Connecting @ Enabling Lives Festival

> 1,300 Registered Participants

> 50 Partners

23 Inclusive Virtual Programmes

Contributing to National Day

30 Artists with Disabilities

20 Artworks

7 Partner Organisations

> 500,000 NDP Singapore Together Packs



Equipping Grassroots Volunteers

11 Disability Awareness sessions for **287** Grassroots Volunteers

Learning Journeys

885 Visitors to Tech Able



Enabling Self-Advocacy

24 Inclusion Champions

Enabling Lives Festival

Connect, Collaborate, Celebrate

In conjunction with the International Day of Persons with Disabilities and the 5th anniversary of Enabling Village, we organised the inaugural Enabling Lives Festival, held from 3 to 22 December 2020.

Themed "Connect, Collaborate, Celebrate," the festival sought to strengthen connections in the disability community, spark collaborations, and celebrate disability inclusion efforts and the achievements of persons with disabilities.

Participants were engaged in a series of meaningful events – such as witnessing the Goh Chok Tong Enable Awards and supporting the i'mable Gift Market – and over 23 virtual workshops, panel discussions and performances were brought to persons with disabilities, their caregivers, social service agencies, corporates and the public. There were more than 1,300 registered participants for the festival and a total of more than 50 partners who supported the festival.

Connecting with Persons with Disabilities and their Caregivers

To promote a better understanding about the disability community, Just Ask Me! sessions saw participants engaging in live conversations with persons with disabilities. Besides learning about the different disability types, participants gained tips on interacting and communicating effectively with persons with disabilities, and better understood their challenges.

Caregivers were also able to find out more about planning for the future care and financial security of their loved ones through talks organised by the Special Needs Trust Company.



Sparking Collaborations

To enable greater independence and disability inclusion, several talks and workshops highlighted cutting-edge technologies and their accessibility features. Participants picked up tips and tricks on home automation and customisation of smart home technologies for their needs.

At Microsoft's Webinar on Accessibility, the future of inclusive work and play was introduced and the excitement over X-box's ground-breaking gaming controller which allows persons with disabilities to play online games was palpable. The Empower Initiative by XOPA A.I. also attracted lots of interest for its ability to create a more inclusive hiring process for talents with autism.

We hope these workshops inspired organisations to adopt assistive technology in the workplace and be more inclusive towards employees and consumers with disabilities. Our partnerships with tech companies will hopefully spark off ideas for more partners to collaborate with us to build an inclusive society!

Celebrating Abilities... and Christmas!

A variety of educational and exciting programmes was held across the festival to showcase the artistry and talents of persons with disabilities. One of the highlights was the Universe of Feelings by our partner, Superhero Me. The show was a 60-minute multi-sensory theatre adventure featuring an inclusive cast and crew. Other virtual performances such as Singing Stories for the Festive Season and Ho! Ho! Home, ignited the Christmas spirit with an online sing-along experience.



Our Gift to the Nation



Twin brothers Riqz Nawfal Hambril (seated) and Qays Naushad Hambril with their parents, Mr Hambril Burham, 36, and Ms Nur Hidayah Shahrudin, 33. PHOTOS: NDP2020 EXCO

NDP packs to include design by seven-year-old twin brothers



The twin brothers' design titled "Eat, Play, Repeat" features imagery of things they love doing together.

UNIQUE PERSPECTIVE

With the artworks used as designs for the Singapore Together Pack, it gives the public a chance to see from the unique perspective of each individual artist with disability and realise that what they love about Singapore and their hopes for the nation are similar as the rest of us.

MRADAMHO, spokesman for SGE.nable, a government-established agency which provides services for the disabled.

Enable, said the collaboration is an opportunity to present stories of the artists' abilities, dreams and hopes, and their love for Singapore. It also brings attention to the f'mable initiative, which highlights and celebrates the abilities of persons with special needs. "With the artworks used as de-

Credit: The Straits Times

Showcasing the Unique Perspective of Our Artists



You can read more about the artists and their inspiration here

Dancing Queens and Kings
Gabriella
Francesca Allan
(DSA)



Racial Harmony
Adeline Vejaletchmy
(SAVH)



Smiley the Merlion
Zoe Wang
(CPAS)



Humans of Singapore
Choo Joo Hwee,
Nagavigneswari D/O Raja,
Khairunnisa Bte Md Rashid,
Nurshafarina Bte Samad,
Nur Syuhaidah Binte
Mohamed Fauzie,
Wang Jia Wei
(MINDS)



Out In The City
Say Kim Han
(TOUCH)



Colours Of My Country
Katy Lee
(SAVH)



The Little Red Dot
Minah Binti Mohd
(CPAS)



My Home
Mohamad Fadhil
Bin Abdul Jalil
(Metta Welfare
Association)



Past, Present, Future
Ang Wei Lun
(CPAS)



Eat, Play, Repeat
Riqz Nawfal Hambril,
Qays Naushad Hambril
(Superhero Me/
CPAS School)



When we had the opportunity to play a part in the National Day Parade 2020, we were excited to have this national platform to highlight and celebrate the abilities of persons with disabilities.

Working with our Social Service Agency (SSA) partners, and with support from our friends at Superhero Me, and Dr Esther Joosa, a disability art expert, we developed and curated the NDP2020 art collection that was featured on the NDP Singapore Together Packs and "Our Heart for Singapore" pledge cards.

These personal portrayals of Singapore give the public a chance to see from the unique perspective of each individual artist with disability and provided insights into their hopes for the future. This is their gift to the nation – their heart for Singapore.

We hope our collaboration with NDP2020 will encourage Singapore to take positive action for persons with disabilities – to embrace them as co-workers, neighbours and friends. There is much we can learn from their resilience, creativity and passion. We can each make a difference in building an inclusive society, and together, we can make a better and stronger Singapore whatever challenges come our way.

"As we look ahead, let us draw inspiration from the artworks of these inspiring artists.....they convey values such as gratitude to those who have protected and supported us, unity in the face of adversity, and compassion for a fellow Singaporean."

BG Frederick Choo
Chairman EXCO, National Day Parade 2020



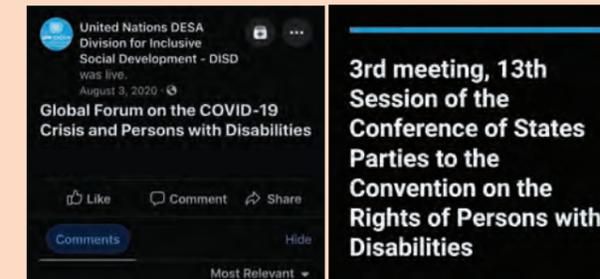
President Halimah Yacob met the artists and thanked them for their gift to the nation (Enabling Village, July 2020).

Representing Singapore at International Events to Promote the Disability Cause

SG Enable represented Singapore at two United Nations (UN) events in 2020 to share about our nation's efforts in supporting persons with disabilities.

The Department of Economic and Social Affairs (DESA) Global Forum in August 2020 drew a total of 200 registered participants and another 1,000 who watched the livestream.

SG Enable shared about Singapore's experience with the COVID-19 pandemic and support given to ensure persons with disabilities have access to essential services, key amenities and COVID-related information. In line with the spirit of the Singapore Together movement, different stakeholders also came together to support persons with disabilities.



At the Conference of State Parties to the Convention on the Rights of Persons with Disabilities (CRPD) in December 2020, we highlighted Singapore's efforts to ensure that persons with disabilities have greater access to vocational education, employability training and employment. For instance, some sectors like the public service, eldercare and logistics were still hiring amidst the pandemic. Digitalisation and telecommuting, which became more common, would also benefit persons with disabilities in the post-COVID future.

“We recognise that employment is not just about earning an income; it’s also about empowering persons with disabilities to be socially connected, and to be able to exercise their talents and achieve their life goals.”

Phyllis Choo

Director of Planning, SG Enable

at the 13th session of the Conference of State Parties to the CRPD

Credit: The Straits Times

Year of Celebrating SG Women

In January 2021, the Ministry of Social and Family Development (MSF) declared 2021 as the Year of Celebrating SG Women. We are proud that the inspiring story of Siew Ling by Straits Times Deputy Life Editor Wong Kim Hoh was featured in the Celebrating SG Women series.

In 2013, a chance encounter with our CEO led Siew Ling to join SG Enable. Now an executive assistant to the CEO Office, she also writes a blog 'Little Anecdotes of My Life' on the Enabling Guide website to advocate for disability inclusion.

Siew Ling lost her sight at age 11 due to a neurological condition and in 2019, she further lost her hearing to the same condition. Experiencing disability twice, Siew Ling remains optimistic and resilient. Today, she navigates the world with the help of assistive technology and lives life to the fullest.

WongKimHohMeets

“There is no such thing as getting over it”

You just have to adapt, cope and live with it, says executive assistant who is blind and deaf



Read Siew Ling's story here



Ms Tan Siew Ling with the braille device which can be synced to her phone or laptop, letting her communicate with others. She refuses to be negative, and says "the universe has been kind to me". ST PHOTO: CHONG JUN LIANG

Ice-Cream Cart

Kang Ai Ling (MINDS)



Singapore Race

Ang Wei Lun, Henry Lim (below) (CPAS)



My HDB Flat

Chua Ai Lan (TOUCH)



Radio Gaga

Thien Fuh Ming (SAVH)



Life in the Heartlands

Seah Chee Meng (Metta Welfare Association)



My Favourite Food

Brenda Teo (Metta Welfare Association)



Fireworks

Jayant Dayal Sujanani, June Lin, Lau Su An, Lim Thye Ann (DSA)



My Little Blue Merlion

Tan Bing Yao (CPAS)



Koel Clock

Aaron Leong (Superhero Me/Rainbow Centre)



Glorious Gardens

Rachel Hong (DSA)



Goh Chok Tong Enable Awards: Celebrating Achievements and Promise

In December 2020, 16 exceptional persons with disabilities received the Goh Chok Tong Enable Awards (GCTEA) at the Istana from President Halimah Yacob. The event was graced by Emeritus Senior Minister Goh Chok Tong and Minister for Social and Family Development Masagos Zulkifli. Honoured for their excellence or potential in various domains such as the arts, social service, sports, technology, advocacy etc, the award affirms our GCTEA winners as high-achieving, outstanding role models.

GCTEA (UBS Achievement) 2020 Awardees

- Mdm Lim Sew Yong
- Ms Sherena Loh
- Dr Azariah Tan
- Dr William Tan

GCTEA (UBS Promise) 2020 Awardees

- Mr Chan Weng Yan, James
- Ms Koh Xin Hui, Adelyn
- Mr Peter Reuben Liem
- Mr Lim Hong Xiang, Samuel
- Mr Lim Zui Young
- Ms Nurulasyiqah Binte Mohammad Taha
- Mr Mok You Qiang, Ivan
- Mr Alister Ong
- Mr Sheikh Muhd Danial Bawthan bin Shamiun
- Ms Tang Su-Ann Megan
- Mr Tseng Shi-Hao, Joshua
- Ms Wong Liang Le



Making A Difference

The Mediacorp Enable Fund (MEF), administered by SG Enable, aims to build a society where persons with disabilities are recognised for their abilities and lead full, socially integrated lives.

Donate at:



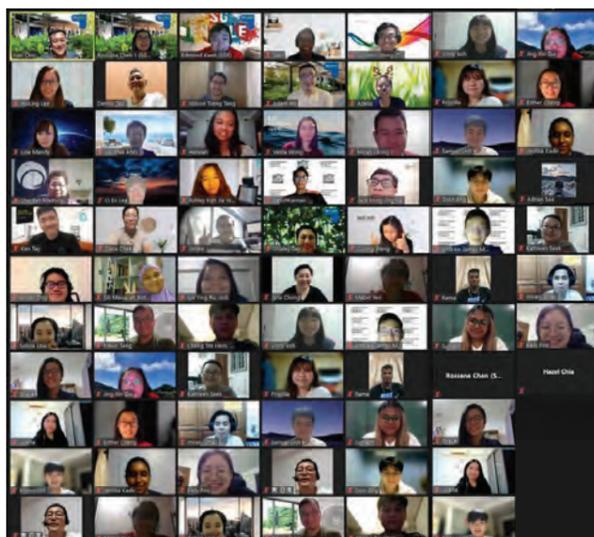
A regular donation can make a sustainable, long-term impact to persons of disabilities. A monthly contribution of \$10 could help a child gain timely access to early intervention services, or an adolescent fulfil a dream.

Advocating for Persons with Disabilities

Our Enabling Volunteers are passionate individuals who volunteer their time and efforts with SG Enable. These include our Inclusion Champions (iChamps) – volunteers with disabilities who champion for disability inclusion – and corporate volunteers who contribute with their professional skills and expertise.

24 of our iChamps – including all our GCTEA winners since 2019 – contribute by mentoring other persons with disabilities and speaking as disability advocates.

We held a volunteer appreciation night in December 2020. Besides appreciating our volunteers for their selfless contributions, we had an insightful exchange on their volunteering aspirations and ideas on how to foster an inclusive society.



Creating A Caring Commuting Culture

As part of SG Enable's i'mable public education efforts to nurture a caring commuting culture, we partnered Tower Transit for community outreach and disability inclusion. In January 2021, Tower Transit launched a suite of inclusion programmes at the newly relocated Jurong East Bus Interchange as well as a Tower Community Store, set aside to support community activities and social businesses.



Equipping the Grassroots Volunteers and other Community Organisations

We rolled out more than 11 Disability Awareness sessions for 287 grassroots volunteers from constituencies across Singapore. These helped them to better understand the different disability types and communicate more effectively with persons with disabilities at house visits and resident engagements.



We also collaborated with the public sector and various community organisations to promote disability inclusion. In partnership with Land Transport Authority and Public Transport Council, we encouraged people to care for commuters with disabilities through the Caring Commuter Champions Movement. At NUS SparkSeed Ideathon 2021, we conducted a sharing session and provided consultation to a student group ideating solutions for persons with disabilities.



Removing Barriers to Independent Living with Assistive Technology

While physical visits and tours at Tech Able were suspended due to the COVID-19 pandemic, engagements continued in the digital space. Virtual learning journeys were conducted, and we promoted assistive technology devices through presentations and videos. We reached out to a total of 497 participants in FY20.



Catalyst



Integrating Ideas and Expertise to Accelerate Change

Catalyst – an agent that provokes or speeds significant change or action.

To ignite or speed up change, we need to bring people, talents and resources to bear, identify key focus areas, develop insights, and pilot new solutions.

Great oak trees have small beginnings; SG Enable endeavours to plant seeds and encourage growth by incubating ideas, prototyping new ways of doing things and harnessing technology to make a difference.

We hope that successful collaborations lead to outcomes that can be replicated or scaled up to achieve greater collective impact.

Fostering Innovations

Collaborating to Support Caregivers Caregiver Action Map

25 Partners **>60** Ideas **3** Key Areas



Creating Enterprise Opportunities

i'mable Collective
>\$58,000 Sales

Enabling Village Mooncake Gift Sets

1,600 Gift Sets Sold

27 Persons with Disabilities Involved

\$26,000

Benefiting 2 Social Service Agencies

Virtual i'mable Gift Market

11,000 Visitors

>30 Participating Partners

Meaningful Corporate Gifting

>\$21,000

for **8** Social Service Agencies/Social Enterprises



Promoting the Adoption of Assistive Technology

Through Partnerships and Collaborations, we reached out to

>8,000

Persons with Disabilities, Employers & Sector Professionals

Launching the Enabling Lives Initiative

\$25mil

to Support Disability Social Innovations and Public Education

Co-creating Ideas to Better Support Caregivers



Alliance for Action (AfA) for Caregivers of Persons with Disabilities

In March 2021, the Government announced the formation of a Singapore Together Alliance for Action (AfA) to co-create solutions on pressing issues faced by caregivers of persons with disabilities. This complements the Enabling Masterplan, which highlights the need to improve caregivers' well-being and enhance their caregiving capabilities through the creation of more peer support and informal support networks.

As a start, the SG Together AfA for Caregivers of Persons with Disabilities focuses on developing solutions related to self-care and mutual support. SG Enable will form action teams comprising stakeholders with common interests in peer mentorship and other informal support programmes, and coordinate these efforts. National Council of Social Service will support the action teams with impact evaluation.



Community & Social Inclusion
Build an inclusive neighbourhood

Self-help & Mutual Support
Take care of caregivers and tap into their strengths

User-centric Service Delivery
Enhance services with caregivers as the central focus

Caregiver Action Map

The responsibilities of caring for persons with disabilities can be challenging, at times overwhelming, and often lonely.

In March 2021, we published the Caregiver Action Map to guide and inspire organisations to implement solutions to better support caregivers of persons with disabilities. Co-developed by SG Enable and its Coalition of Partners for Caregiver Support, with the support of the Institute of Policy Studies, the action map comprises more than 60 ideas and converges stakeholders in three key areas for co-solutioning: user-centric service delivery, self-help and mutual support, and community and social inclusion.



With this map as a guide, organisations can pool resources and expertise to improve support for caregivers. The ideas generated were also based on feedback from the ground, including caregivers, as part of the design thinking process.

Creating Enterprise Opportunities

i'mable Collective

At the National Day Parade 2020, President Halimah Yacob donned a cotton-silk scarf and enamel brooch from the Utama Collection. These were presented by our i'mable Collective, which fosters multi-sectoral collaborations to develop a viable market for quality merchandise and services made by and with persons with disabilities.

The accessories featured art of two clients from the Singapore Association of the Visually Handicapped (SAVH), with design adaptation and craftsmanship by our corporate partners Binary Style and Royal Insignia. A Singapore Fashion Runway (SFR) embroidery artist with disability added a final accentuating touch to the scarf.



“It is like a dream come true, that I can contribute and showcase my talent in an inclusive platform that SG Enable has provided.”

Ng Xiuzhen
SFR

“It’s a milestone especially for the visually impaired that our designs are attractive and appealing to be used in fashion accessories.”

Katy Lee and Adeline Vejaletchmy
SAVH

Building Capabilities of Social Service Agencies

Between January and May 2020, the i'mable Collective worked with 10 undergraduates from National University of Singapore's School of Design and Environment for a 14-week "design sprint", to reimagine product ideas that leverage the strengths and talents of artists from Arts@Metta. The students proposed product ideas that Metta could implement and new work processes to improve their capabilities. The students in turn gained greater awareness of the potential of persons with disabilities.



Enabling Village Mooncake Gift Set

In celebration of Mid-Autumn Festival, i'mable Collective produced the Enabling Village Mooncake Gift Set in collaboration with our SSA partners Metta Cafe and MINDS. The mooncakes were baked by persons with disabilities from the SSAs, and paired with quality tea from teapasar, a tenant partner in Enabling Village. A total of 1,600 sets of mooncakes were sold and the proceeds went to the SSA partners.

Encouraging Meaningful Corporate Gifting

In FY20, we encouraged meaningful corporate gifting by promoting i'mable Collective products. This was supported with social procurement by organisations such as the Ministry of Foreign Affairs, Pan Pacific Hotels Group, security firm AETOS and Singapore International Foundation.



i'mable Gift Market at Istana

Following the success of the inaugural i'mable Gift Market (IGM) at the Enabling Village in 2019, we held the IGM at the Istana Open House for the first time on 26 January 2020. More than 4,800 people visited the IGM and shopped for Lunar New Year festive gifts. President Halimah Yacob visited every booth and bought many items!

Virtual i'mable Gift Market

Later that year, due to the COVID-19 pandemic, we pivoted and held the IGM virtually from 5 to 12 December 2020. We collaborated with our Enabling Village partner, teapasar, to organise the virtual retail event and enabled our SSA partners to go online and showcase their products to a larger consumer market.



Launching \$25 million

Enabling Lives Initiative to Support Inclusion

“It takes more than just the efforts of the disability sector to realise this vision. Everyone has a part to play! By sharing a common goal, we can rally a diverse community of partners – with each their own strengths and resources – to come together, and create impactful solutions to foster stronger inclusiveness.”

Mr Masagos Zulkifli

Minister for Social and Family Development



Left to right: Mr Moses Lee, Chairman, Tote Board; Mr Masagos Zulkifli, Minister for Social and Family Development; Ms Anita Fam, President, National Council of Social Service; Ms Ku Geok Boon, CEO, SG Enable

“We hope that the ELI will spur greater collaboration within and across sectors, weaving the various expertise and capabilities from the people, public and private sectors together to improve the well-being of those who are differently abled, as we work towards our aspirations of becoming a truly inclusive society.”

Moses Lee

Chairman, Tote Board



Alistar Ong, who volunteers with us as an Inclusion Champion, was our emcee for the launch of the Enabling Lives Initiative.

On 18 December 2020, SG Enable and Tote Board launched the \$25 million Enabling Lives Initiative (ELI) to support efforts to build a more inclusive society. Tote Board committed \$20 million to support social innovations for the disability sector, and \$5 million for public education towards greater inclusion. Care & Share Movement by National Council of Social Service also committed an additional \$1.196 million to co-fund public education.

ELI’s public education initiative will help sustain a positive shift in the general public’s attitudes towards disability while seeking to bring about greater inclusion in schools, at work and within the community.

ELI’s social innovation grant will bring together the best ideas from the community of non-profit organisations, social enterprises and innovators to create scalable, impactful innovations for persons with disabilities.

The ELI Grant builds on the success of the Tote Board Enabling Lives Initiative (TBELI) Grant, which committed more than \$16 million through 10 themed grant calls between 2015 and 2020.



Applications for the ELI Grant opened in April 2021. For more information: eli-grant.sg

A Vibrant Identity to Lead Change for Inclusion



The Enabling Lives Initiative’s (ELI) brand identity utilises bold colours and dots to embody all that is meaningful and important to SG Enable and Tote Board in our work to raise disability awareness and create greater impetus for change in partnership with the community.

The elements in the ELI logo unify the identity and essence of its parent brands – SG Enable and Tote Board. Sharing SG Enable’s role as a catalyst for change, the ELI brand identity dons the SG Enable logo’s green delta, a universal symbol for change. Tote Board logo’s orange crescent serves as a motion line reinforcing ELI’s commitment

in elevating the lives of individuals under our care. The connecting dots represent immersion in new landscapes, collaborative ideation, engagement with more groups and diverse communities, and the development of new relationships.

ELI’s visual identity came alive in our launch video where the bright colours brought vibrancy and a sense of hope while the dots gradually connected people and ideas to ignite passion and collaborations.

Watch the video about ELI >



Transforming Ideas into Impact to Build a More Inclusive Society

Since 2015, the Tote Board Enabling Lives Initiative (TBELI) Grant, which is administered by SG Enable, has impacted the lives of more than 8,000 persons with disabilities and their caregivers. Over 40 projects supported by the grant have improved the lives of persons with disabilities and provided caregivers much greater access to support, networks and structures for more sustainable caregiving.



Many lives have been transformed by projects ranging from those that enhanced the learning experience for children with special needs, to those that have provided information and much-needed respite to sustain caregivers in their caregiving journey.

Digital Dream

Enhancing Experiential Learning for Students with Special Needs

Digital Dream uses virtual reality to help children with special needs practise and experiment with different scenarios in a safe environment. The Immersive Interactive Mixed Reality System gives teachers the freedom to create lessons in a digital space and allows students with special needs to learn better through immersive games instead of simply receiving information. The tool has enabled students to interact with one another, empowered them to learn to make decisions and enhanced their overall development.



Caregiver Service (Disability)

This programme by AWWA focuses on the needs of caregivers who are taking care of their children with special needs. It provides caregivers with the knowledge and skillset to better manage and raise their children, while ensuring that the caregivers have a support network and can take time off as well. In the two years since receiving the grant in 2016, AWWA has reached out to 360 unique caregiving families and 680 individual caregivers.



Infant and Toddler Programme

The Infant and Toddler Programme by Down Syndrome Association increases a family's capacity to care by improving parenting skills and helping children with Down Syndrome make a smooth transition to mainstream preschools. Facilitators meet with principals or teachers, talk about the progress of the child at the current school, and introduce strategies that can help with the child's learning. They will help embed learning goals into the daily routines of the families and caregivers as well. The programme has helped boost the confidence of parents and given them easy access to support services.

Promoting the Adoption of Assistive Technology (AT)

We took part in the panel discussion at the Impacting Society with AI (Artificial Intelligence) event and Singapore Computer Society vSplash Awards 2020 to create awareness on the use of technologies to lower barriers for persons with disabilities.

We were also part of the judging panel at Microsoft APAC's AI for Accessibility Hackathon – an initiative to build AI solutions focused on accessibility challenges in daily life, employment and accessible education.

As part of our outreach activities, we showcased AT devices and connected AT innovators with Engineering Good to participate in the Careables exhibition, which

aims to broaden perspectives on collaborative efforts in developing innovative 3D-printed AT devices.



Students with intellectual disabilities could soon try robotics

SG Enable looks to extend such workshops to them after successful pilot sessions for those with visual impairment



A student with visual impairment participating in one of two pilot workshops on coding and robotics, using blocks from Lego WeDo kits and printed tactiles to represent coding blocks in the Lego WeDo app. PHOTO: SG ENABLE

Credit: The Straits Times

Making Coding Accessible to Students with Disabilities

Coding is an essential skill in the digital economy and has been a part of upper primary school curriculum since 2020. This opportunity is often not accessible to students with disabilities. Hence, we piloted robotics workshops for students with visual impairment in November 2020 and March 2021.

Using assistive technology, the students learnt coding concepts, got to programme a code that operates robots and were introduced to real-life applications of robots.

The workshops, held at Tech Able, used blocks from the Lego Group's Lego WeDo kits – robotic kits created to enhance students' curiosity and science skills. Participants were iC2 Prehouse's clients with visual impairment. SG Enable worked with our partner, Curious Squirrels to make the workshop content e-accessible so the students could prepare ahead of the workshop.

The SG Enable team made physical coding blocks modelled after the digital ones in the Lego WeDo app.

The blocks included Braille printed using a tactile printer to help students distinguish between the blocks and arrange them in a logical flow.

We hope to facilitate more of such partnerships between social innovators – each with their own expertise – and end users.

“I enjoyed the friendly and welcoming atmosphere. It was one of the few times that I really felt like I wasn't being judged.”

Gabriel Tay

A student who attended both workshops

Enabler

Integrating Resources to Build a Robust Ecosystem

We **encourage and support** partners and stakeholders to build a robust ecosystem of support for persons with disabilities and their caregivers. To strengthen partners' capabilities in delivering quality services and programmes, we administer funding, equip them with relevant knowledge and best practices, and connect them to expertise and resources.

As like-minded organisations begin their inclusion journey or are ready to take the next step, be it in disability-inclusive employment or making their products or programmes disability-friendly, SG Enable will come alongside to enable everyone in building an inclusive society.



Strengthening Capabilities

Enhancing Training & Employment

885 Curated Training Places

25 Training Providers Funded to Develop Customised Courses

1,903 Employers Trained

677 Disability Employment Professionals Trained



Promoting Accessibility, and Inclusive Products and Services

212 Attendees at Workshops

37 Partners Engaged



Recognising Inclusive Employers

Launching Enabling Mark – A National-Level Accreditation

“Being an inclusive employer that hires persons with disabilities is not an act of charity, but a good business decision! Besides enabling you to tap on a wider pool of talent, it also signals your organisation’s progressiveness and commitment towards building a more inclusive society in Singapore.”

Mr Masagos Zulkifli
Minister for Social and Family Development

On 8 October 2020, we launched the Enabling Mark, the first national-level accreditation framework that benchmarks and recognises organisations for their best practices and outcomes in disability-inclusive employment. President Halimah Yacob, the Guest of Honour, and Mr Masagos Zulkifli, Minister for Social and Family Development, graced the virtual launch, which was also attended by representatives from various sectors of the business community.

The Enabling Mark seeks to **incentivise** organisations to build a positive image with disability-inclusive hiring, **inspire** them to adopt best practices with leading organisations serving as role models, and **inform** and support them to improve their disability-inclusive employment practices.

“We hope [Enabling Mark] will inspire others to start disability inclusion in the workplace too. Organisations keen to hire persons with disabilities are not alone – besides having advisory and consultancy support from SG Enable, they will soon join many other like-minded Enabling Mark recipients who have walked this journey and continued to do well in business,” said Ms Ku Geok Boon, CEO, SG Enable.

The Enabling Mark has three tiers of accreditation – Platinum, Gold and Silver – with Platinum being the highest accolade.



For more information, scan the QR code.

Credit: MCI Photo by Zinkie Aw



For organisations, the Enabling Mark signals that they are:



- Empowering



- Innovative



- Collaborative

“I am happy to launch the Enabling Mark today, as it recognises inspiring employers who are inclusive in hiring, innovative in seeking out new ideas to enable employees to fulfil their potential, and collaborative in achieving more through teamwork and diversity.”

President Halimah Yacob

Inclusive Business Forum

“With advances in technology, with good advice and with co-design and consultation with users, disability digital inclusion can be surprisingly easy to achieve and can even help organisations save money.”

Dr Gerard Goggin

Wee Kim Wee Professor of Communication Studies
Wee Kim Wee School of Communication and Information
Nanyang Technological University

A record high of over 700 people attended the third edition of our biennial Inclusive Business Forum (IBF) on 29 July 2020. Held virtually for the first time, the new format allowed us to take the forum to overseas attendees who were keen to learn from Singapore. About one in five were overseas participants, from countries such as Australia, Britain, Indonesia, Malaysia and the United States.

Themed “Workplace Disability Inclusion – A New Norm”, IBF 2020 covered topics that included disability inclusion at the workplace, new norms, challenges and opportunities in the future of work, as well as digital accessibility solutions.



>700
Total Attendees

>150
International Attendees



Panellists at the Inclusive Business Forum 2020.

Top row: Mr Tonny Loh, Senior Client Partner, Organisation Design Practice, Korn Ferry; Mr Sharad Vishvanath, Senior Client Partner and APAC Head of Transformation Practice, Korn Ferry; Mr Lim Zui Young, DevSecOps Engineer, Government Digital Services, GovTech Singapore

Middle row: Mr Jonathan Tiong, Communications and New Media Student, National University of Singapore; Ms Jenny Lay-Flurrie, Chief Accessibility Officer, Microsoft; Ms Pratima Amonkar, Regional Lead Cloud Solution Partners and Accessibility Lead, Microsoft APAC;

Bottom row: Dr Gerard Goggin, Wee Kim Wee Professor of Communication Studies, Wee Kim Wee School of Communication and Information, Nanyang Technological University; Ms Winnie Lewis, Head of Disability Inclusion, Employment and Employability, SG Enable; Ms Gloria Chua, Experience Strategy & Design, GovTech Singapore.

“I learned a lot, and am now better able to help build momentum for improving accessibility in our organisation for persons with disabilities.”

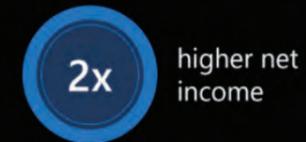
Robyn Mackay
New Zealand

Accessibility is an opportunity

Inclusive organizations



Outperform their peers



Attract top talent
Millennials: 75% of global workforce by 2025 – choose employers who reflect their values



Diversity and inclusion top the list

Sources: Accenture study: The Disability Inclusion Advantage and Forbes: How millennials are re-shaping what's important in corporate culture



Presentation slide from Microsoft APAC

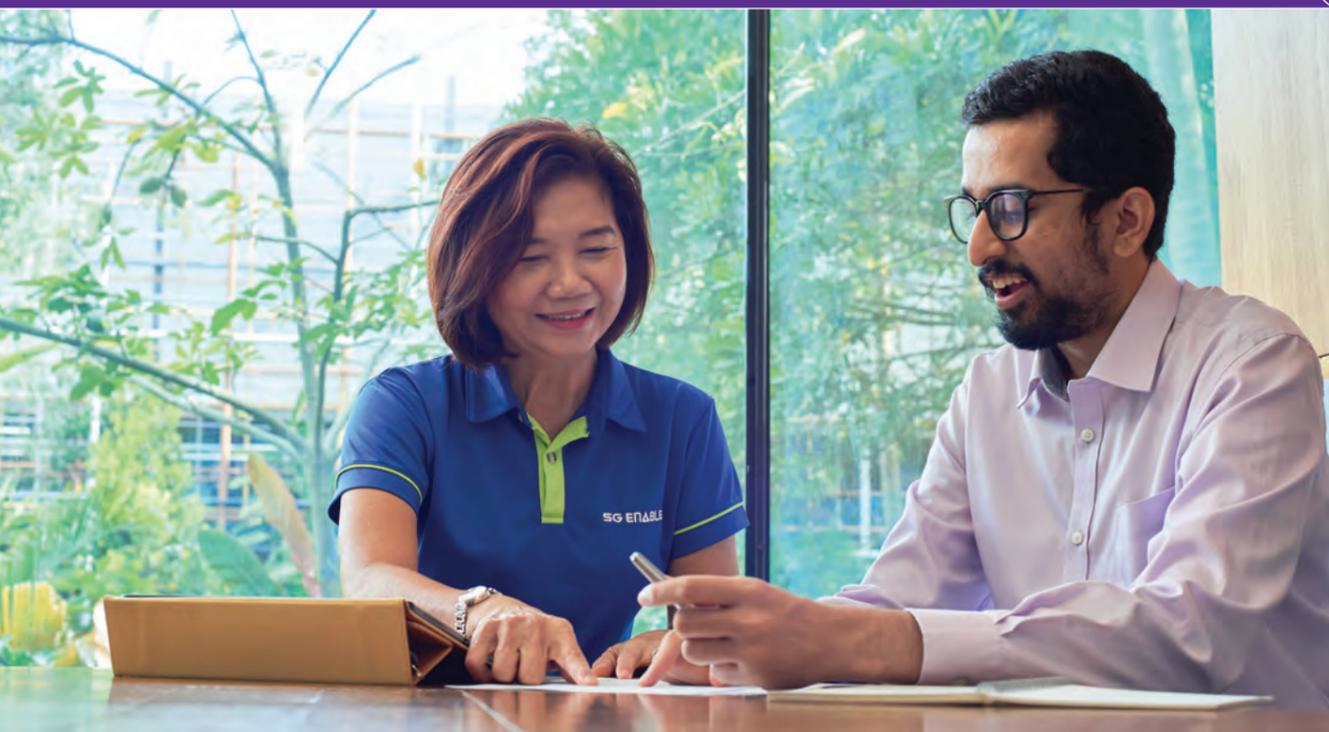


For more information on Inclusive Business Forum, scan the QR code

“There is a perception that being accessible and inclusive is very costly or a very massive undertaking for organisations but it does not have to be so. A little goes a long way.”

Jonathan Tiong
Communications and New Media student
National University of Singapore

Strengthening Core Competencies of Disability Employment Professionals



Creating an inclusive workplace where everyone is valued for their abilities requires commitment from both employers and employees. To this end, Disability Employment Professionals (DEPs) are instrumental in supporting persons with disabilities throughout the hiring process and in supporting them at the workplace. DEPs such as job coaches play an essential role in helping persons with disabilities secure, settle into and retain their jobs.

To strengthen the competencies of DEPs, we developed a Training Roadmap for DEPs. Launched in September 2020, it serves as a first-stop training guide with course recommendations for upskilling and deepening DEPs' core competencies.

These training courses are open to job coaches, special education school teachers, occupational therapists, speech therapists, physiotherapists, Special Education Needs officers in Institutes of Higher Learning, and rehabilitation specialists in hospitals.

Other initiatives to build capabilities of DEPs include:

- **Community of Practice**, a platform held once every two months to discuss cases and challenges faced, share best practices and find solutions that support persons with disabilities and employers.
- The **Advanced Certificate in Supported Employment (ACSE)**, which equips learners with knowledge that includes assisting persons with disabilities in their career planning and working with employers for job accommodations.
- **SkillsFuture Study Award for DEPs**, which supports experienced DEPs in strengthening their competencies so they can deliver quality service to more persons with disabilities and employers.

In FY20, we enhanced the skills of 677 DEPs and provided them with quality professional development opportunities.

Training Roadmap for Disability Employment Professionals

For the sector, by the sector

Core Competencies

- Assistive Technology
- Behaviour Support & Management
- Independent Mobility & Travel Training
- Job Interviewing
- Resume Writing
- Supported Employment
- Understanding Different Types of Disabilities
- Understanding Government Guidelines and Legislations to Help Persons with Disabilities
- Understanding HR Employment Practices
- Understanding the Social Service Sector

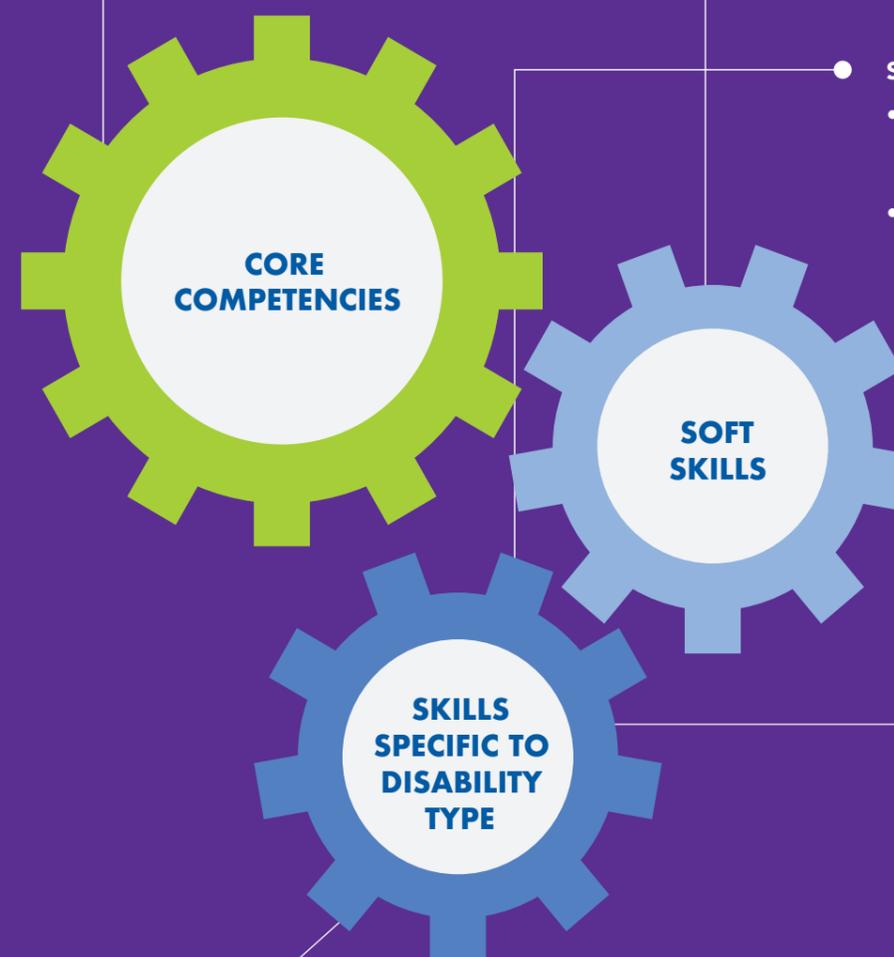
Functional Competencies

Soft Skills

- Communication
- Counselling
- Facilitation
- Group Dynamics /Group Therapy Strategies
- Leadership
- Negotiation
- Self-Care
- Sexuality Education for Persons with Disabilities
- Teaching Strategies/Therapies

Skills Specific to Disability Type

- For OTs/PTs/STs
 - Rehabilitation
 - Counselling
- Supporting Persons with
 - Autism
 - Intellectual Disability
 - Sensory Disability
 - Physical Disability



Partnering Microsoft to Further Employment of Persons with Disabilities

SG Enable was selected as the Singapore non-profit partner for the Microsoft Enabler Programme which aims to increase employability for persons with disabilities in the Asia Pacific. Under the programme launched in September 2020 by Microsoft, non-profit partners provide education and training to the programme's employer partners to guide them in working with persons with disabilities. It also offers inputs on workplace modifications that may be needed to be an accessible employer as well as guidance on mentoring persons with disabilities.

The programme recognises SG Enable's key role in fostering disability inclusion in employment in Singapore and connecting persons with disabilities to job opportunities in various sectors.

“In today’s workplace, it is imperative that we include everyone, and accessibility is the vehicle to inclusion. ... There are no limits to what people can achieve when technology reflects the diversity of everyone who uses it. Inclusive organisations outperform their peers and attract and keep top talent, and we have seen how inclusion drives innovation.”

Vivek Puthucode
Chief Partner Officer, Microsoft APAC



“For people without disabilities, technology makes things easier. For people with disabilities, technology makes things possible.”

Mary Pat Radabaugh
Director, IBM National Support Center for Persons with Disabilities (1988)



Being Inclusive towards Customers with Disabilities

As part of our efforts to enable greater independent living in the community, SG Enable focused on enabling frontline public service officers to communicate more effectively and sensitively with persons with disabilities.

We collaborated with **Civil Service College (CSC)** to organise the inaugural Consumer Inclusiveness (Customer Service) workshop in July 2020. The workshop included experiential learning where participants had to put themselves in the shoes of persons with disabilities (for example, walking around with crutches) to better understand their needs.

We also introduced the Consumer Inclusiveness workshops for e-accessibility in November 2020, focusing on accessible government digital services. These cover mainstream accessibility technologies and Web Content Accessibility Guidelines, and enable agencies to better serve consumers with disabilities.

Three pilot runs of these workshops were conducted for **National Library Board, National Heritage Board, Smart Nation Digital Government Office and GovTech**. These workshops were also part of CSC's Virtual Learning Series.

In January 2021, we co-organised user-testing sessions at the Enabling Village for persons with disabilities on 18 government websites and mobile applications.



Enabled

Lives

Persons with disabilities are at the heart of all we do. We envision them leading enabled lives, where they can access information, opportunities, products, services and environments like everyone – from their early years, through adolescence, and into adulthood. With the right accommodations and support, they can fulfil their highest potential and be contributing members of society. Caregivers are the first line of support for them, and we work with partners to support caregivers too.

Our efforts to enable lives are also in line with recommendations by the two Third Enabling Masterplan Workgroups, formed in 2019, on preparing persons with disabilities for the future economy and promoting their independent living through technology and design. For example:

- To improve the post-school transition for students with disabilities, support given under our School-to-Work Transition Programme – a collaboration with Ministry of Education, MSF and special education schools – has been extended from the current one year to up to two years from January 2021.
- To provide more funding support for persons with disabilities seeking to upgrade themselves, the government-funded Open Door Programme Training Grant administered by SG Enable was enhanced in July 2020. Changes include an increase in course fee subsidies and training allowances to better support persons with disabilities in training.



Providing Support During Covid-19

While COVID-19 affected many individuals and sectors, the impact on persons with disabilities and their caregivers was disproportionately huge, especially during the circuit breaker period. Those seeking employment or working were affected, with some losing their jobs. Many could not access rehabilitation and care services when centre-based

services were suspended. Others faced difficulty in getting food and necessities due to mobility challenges.

We acted promptly with immediate support for persons with disabilities and their caregivers in this difficult time, setting up a cross-division SG Enable Support Team to assist in meeting their urgent needs.

Urgent C.A.R.E. Initiative

We delivered the Urgent C.A.R.E. initiative with funds raised from the Mediaparc Enable Fund (MEF). Support provided under the Urgent C.A.R.E. initiative included: **C**ooked meals, **A**ssistance funds comprising a one-time cash relief of \$400 each for more than 700 families with multiple persons

with disabilities, **R**espice care for low-income elderly caregivers, **E**ssentials distribution on a fortnightly basis for persons with physical disabilities or those with visual impairment living alone.



\$453,570 was disbursed to support **1,076** persons with disabilities and families



Photo courtesy of Chan Siang Choo and Rebecca Teo

Photo credit: Uyii

Specially designed face masks for school staff were made so that deaf students can lip-read what is being said through a plastic see-through portion at the mouth area. SG Enable facilitated partnerships between mask-makers — our former board member Rebecca Teo and her friend Chan Siang Choo — and some special education schools to pilot this project for 150 teachers and allied education staff.

Online Information and Resources

We set up a dedicated COVID-19 resource page on the Enabling Guide website. We were heartened to note that during the circuit breaker, our page views and users increased significantly which testified to the usefulness of the resource page. We also received more than 450 emails and infoline enquiries from clients who needed additional assistance and signposting.



Before Circuit Breaker	During Circuit Breaker (Apr-May)	After Circuit Breaker
6,000 Average Page Views per Month	17,500 Average Page Views per Month	11,500 Average Page Views per Month
1,900 Average Users per Month	8,500 Average Users per Month	5,500 Average Users per Month

Engaging with Online Programmes

Together with the Early Childhood Development Agency (ECDA), SG Enable developed a series of thematic infographics, with topics such as how to manage stress, ways to make home-based learning more effective to relieve caregivers' stress during the circuit breaker.



We publicised over 200 online activities organised by partners for caregivers and persons with disabilities who were staying home on our CARElendar app. This free mobile app aggregates events suitable for persons with disabilities and their caregivers, and can be downloaded from the Google Play and App Stores.

We also piloted virtual tours of the Enabling Village and supported our community partner, Superhero Me, in running a series of online workshops to support caregivers and care recipients. Superhero Me's series of sessions was supported by the Mediaparc Enable Fund. It reached 750 participants and garnered more than 55,000 views online.

To ensure that those with no access to online resources stay in the know, we sent out an information-packed EDM on resources available to more than **16,000** individuals.

COVID-19 Vaccination

When vaccines became available, MSF and SG Enable planned for the vaccination of persons with disabilities in community and residential facilities, as well as those in special education schools. SG Enable rolled out the vaccination exercise with government agencies - Health Promotion Board, Ministry of Health, and MSF, and social service agencies which manage these facilities, and community partners such as the People's Association.

Working with our partners, we ensured that those who were eligible for vaccination provided consent, set up suitable vaccination sites, and facilitated the vaccination operations. By May 2021, about 75% of eligible residents and clients were vaccinated.



Coping with COVID-19 as a Caregiver



When COVID-19 struck, many Singaporeans were worried about the unavailability of toilet rolls and their favourite food items. But for Mr Overee Vivian James, who was relying on financial assistance from various government schemes, the concerns centered on meeting his family's basic needs.

Since 2013, Mr Overee has been the main caregiver for his wife who became a wheelchair user after a stroke. He also has a daughter with cerebral palsy. The sole breadwinner was dealt a blow when he lost his job as a security supervisor in 2018 due to his deteriorating health.

With the help of our Urgent C.A.R.E initiative, Mr Overee received a one-time cash relief of \$400 to help defray household expenses.

Empowering Independent Living

Schemes Administration, Information & Referrals

3,303 Persons with Disabilities Referred to Child & Adult Disability Services

14,038 Queries

3,885 Applications for Transport Schemes

5,815 Beneficiaries of VWO Transport Subsidy Scheme

3,012 Applications for Assistive Technology Fund



Tech Able

223 Persons with Disabilities Supported Through Assistive Technology Assessment Sessions by SPD



Equipping Caregivers

50 Caregivers Trained to be Mentors (from 2018)

Enabling Guide

A First-Stop Resource Portal for Persons with Disabilities and their Caregivers

From Launch in July 2019 to March 2021:

>215,000 Page Views

>89,000 Unique Users



Mediacorp Enable Fund

\$1.04 million

disbursed to support persons with disabilities in fulfilling their aspirations, meeting last-mile needs, transiting to work, and to enhance community support programmes (including funds disbursed under Urgent C.A.R.E initiative).

Enhancing Training & Employment

Jobs Place & Train (PnT)

Up to
90%
salary support & course fee subsidy



Employers

Substantial funding to support the training and hiring of persons with disabilities

Persons with Disabilities

More job & training opportunities in the labour market

Traineeships Attach & Train (AnT)

Training allowance support will be provided

90%
course fee subsidy

Skills Development Programme (SDP)

90%
salary support & course fee subsidy

Up to
\$640
training allowance support per month

SGUnited Jobs & Skills Schemes

To encourage the hiring and upskilling of persons with disabilities during the COVID-19 pandemic, three new schemes under the SGUnited Jobs and Skills Framework were created. The aim is to create 1,200 jobs, traineeships and upskilling opportunities for persons with disabilities in 2021, as well as lower the costs for employers, host companies and training providers in providing the opportunities.

Ensuring Sustainable Employment During the Pandemic

During the circuit breaker, we worked closely with our training partners to move courses online and make them accessible. We also continued to offer employment assistance services remotely.

For instance, Shu Hao was starting on his internship after his graduation when the COVID-19 pandemic hit Singapore. When his internship was cancelled, his mother was worried that he would never find a job. What's worse, his father lost his job too.

We came alongside Shu Hao with our School-to-Work Transition Programme and provided him with an internship in a food manufacturing company. His outstanding performance led to a promotion as a full-time staff.

Career Fairs

We held two online career fairs in 2020. Due to the COVID-19 pandemic, we pivoted and organised the second fair, usually held as an on-site event, as a virtual one instead.

Over 20 employers took part in each fair, offering positions in sectors such as banking & finance, information and communications technology (ICT), logistics and the public service.

Besides employers, over 30 training providers offered courses in sectors like accounting, administration, ICT and more. We also offered complimentary online CV clinics and LinkedIn workshops to help persons with disabilities improve their employability.

Improving Employability

589 Persons with Disabilities benefitted from Job Placement & Job Support Services

557 Persons with Disabilities trained

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



Advancing with SkillsFuture Study Award

Risk management, data analytics, artificial intelligence. These buzzwords keep coming up when speaking to Daniel Nur Hakim Ismail.

Daniel, who has no sensation in his legs due to a condition called Guillain-Barre Syndrome, was one of the recipients of the SkillsFuture Study Award (SFSA) for Persons with Disabilities in 2020.

Daniel is passionate about risk management and has aspirations to strategically enhance his clients' organisation value. "I hope to inject more science in the risk management process, such as embedding real-time risk analytics and prescriptive analytics to enhance the timeliness of risk assessment and reporting."

As an undergraduate, he benefitted from SG Enable's RISE Mentorship Programme, which eventually led to a full-time job with KPMG upon graduating with a Bachelor's degree in accountancy (data analytics track) in 2019. Daniel is an associate in KPMG's Governance & Risk division.

Since January 2021, he has been pursuing a Masters of IT in Business (Artificial Intelligence Track) at Singapore Management University, and the \$5,000 SFSA will help to defray out-of-pocket expenses associated with the course.



Promoting Independent Living at Home

Edwin Khoo has visual impairment and uses voice commands to find out the day's weather and switch on the air-conditioning. Isabelle Lim, who is deaf, programmes her lights to turn blue when it rains, so she is alerted to close the windows. Azlin Amran, who has physical disability, cleans her home easily with the help of a smart vacuum.

Like Edwin, Isabelle and Azlin, persons with disabilities can live more independently with smart home technology. But smart home technology is still new or unfamiliar to some persons with disabilities and their caregivers.

So, in July 2020, we partnered Google and launched the Smart Home Guide.

When developing the guide, we sought to understand user needs: we worked with Google to install smart home devices in the homes of Edwin, Isabelle and Azlin - three people with different disabilities - to understand the benefits and potential challenges of using smart home technology.

There was feedback that installing too many devices at a time could be overwhelming for users. We then refined the recommendations for people to buy and get used to two or three basic devices first before adding more.



New guide on smart home tech for people with disabilities

As Ngai explains, a new generic device - often referred to as a smart plug - can be plugged into existing power outlets and controlled remotely via a mobile app or voice command. The guide also has been programmed to turn blue when it rains, so that Ms Lim is alerted to close the windows when the weather is wet.

Ms Lim says Google's visual assistant 'Alexa' can control smart devices, as well as the Alexa app for its blind users to control appliances that operate using ultrasonic sensors. Ms Lim was one of those involved in the development of a new online guide on smart home technology

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Credit: The Straits Times



Scan the QR code for the Smart Home Guide

“I’ve programmed the light to flicker when the doorbell rings so that I’m alerted when someone is at the door. This is especially useful when a deliveryman comes by with my online purchases and food delivery.”

Isabelle Lim

who is deaf and helped with developing the Smart Home Guide

Engaging the Community in the New Normal

Amid the uncertainty arising from the COVID-19 pandemic, we strengthened our efforts to engage with families, community groups and partners to ensure continued support for the needs and aspirations of persons with disabilities.

To reach out to vulnerable persons with disabilities and their caregivers who may be affected by the COVID-19 pandemic, the Ministry of Social and Family Development (MSF) and SG Enable piloted a remote befriending initiative. SG Enable's Enabling Volunteers contacted more than 100 persons with disabilities to check on their well-being while also sharing links to resources and referrals to service providers.



Empowering Parents and Caregivers with Early Intervention Information

In May 2020, we organised the Start Right workshops to support caregivers of infants and toddlers who were newly diagnosed with special needs and referred to the Early Intervention Programme for Infants & Children (EIPIC). These workshops provided information on early intervention, tools they can use to engage their children at home, and community resources they can tap on. For instance, caregivers learnt that the earlier a child receives

early intervention, the more time that caregivers have to narrow the developmental gaps between the child and his/her peers.

The caregivers were also eased into the support network and connected to caregiver support groups. As of March 2021, 140 new caregivers have attended a total of 15 sessions. The workshops are currently running bimonthly.

“It was a very informative session and helps to provide the parents with some useful tips. Having this online forum with other parents was, in a way, assuring that we are not alone in this journey.”

Caregiver participant

Working with Our Community Partners to Help Caregivers Recharge

In July 2020, Temasek Foundation supported our pilot 'Take-A-Break', a two-year respite care programme for caregivers of persons with disabilities affected by the COVID-19 pandemic. This programme is a new short-term home-based respite option by private service providers. Caregivers can be temporarily relieved of their caregiving duties and use the time to run errands, attend to other commitments, or practise self-care.

We hope to better support caregivers with this pilot that allows us to identify caregivers' needs in respite care, the barriers to accessing such services and explore solutions. We can also identify the capabilities required by private sector providers to offer this service.

Most of the referring partners and caregivers have shared that the care providers could adequately engage persons with disability and offered the caregivers the much-needed respite. The pilot programme aims to serve at least 100 families by July 2022.

As at March 2021, a total of 560 respite hours were provided to families and about 70% who completed the respite programme indicated improvement in their ability to cope and felt less burdened.

We also supported Project IncluSGive, organised by a team of 18 students from Singapore Institute of Technology. The team organised various virtual interactive sessions such as exercise, games and terrarium making for caregivers and care recipients between May and September 2020. SG Enable supported this project that benefitted more than 90 caregivers.

Caregivers spend a lot of energy and time supporting others. It is time to take care of them too.

Take-A-Break Respite Programme

The Take-A-Break (TAB) Respite Programme aims to provide planned short-term home based respite options for caregivers of persons with disabilities to tap on when they need temporary relief from their caregiving duties.

- Up to 72 Hours: Each family can receive up to 72 hours of respite services (within a three-month period).
- Service will be provided at the residence of the person with disability by private service provider(s) engaged by SG Enable.
- Cost of the service is fully subsidised (subject to approved cap).

560 respite hours were provided to families.

Training Caregivers to be Peer Mentors

50 caregiver mentors have been trained since the first run of our Peer-to-Peer training programme in Nov 2018. In FY20, we organised the fourth run of the programme, and held it virtually due to the COVID-19 pandemic. The training was conducted by two experienced caregivers. Participants shared that the training has helped them improve knowledge and skills to support another caregiver, and it encouraged networking among the participants despite it being an online session.



“Peer-to-Peer [training] brings caregivers together. In turn, they are encouraged and strengthened to also support others in their caregiving journey.”

Patricia Koh

Secondary caregiver to 35-year-old nephew with autism

Facilitating Deputyship Application for Parents of Children with Special Needs

As part of the transfer of functions from MSF and NCSS to SG Enable, we took over the administration of the Assisted Deputyship Application Programme (ADAP) in October 2020. From then till March 2021, we facilitated 111 applications.

ADAP is useful for parents of children with special needs; some of these children do not have the mental capacity to manage their own matters in adulthood. ADAP makes it more seamless for the parents to apply to the Court to be appointed as deputies for their children.



Consolidating Inclusive Events

Launched in November 2018, CARElendar is a free mobile app that helps to aggregate events suitable for persons with disabilities and their caregivers. Organisations can publicise their inclusive events and activities on the platform. 323 events were posted in FY2020.

The CARElendar app is available for download on both Google Play and App Store.

140 New Caregivers Benefitted	7,320 Visits
97 Organisations Registered	656 Events Shared

(From Launch in November 2018 to March 2021)

Community Support Initiatives Funded by Mediacorp Enable Fund

As part of funding community support initiatives, Mediacorp Enable Fund also funds caregiver support initiatives. Among the 13 such projects supported in FY20, one of them was "Communicate with Us!". It aimed to help caregivers build up their knowledge and skills to communicate with their child with special needs through Augmentative and Alternative Communication (AAC).

The project promoted community integration with the use of AAC to empower the child to effectively communicate with people. Caregivers' well-being was also enhanced and a network of support was created to provide equipment and technical support for the use of AAC. This project was initiated by a group of parents from Rainbow Centre Yishun Park School.



Financial Statements

Statement of Comprehensive Income for the Year Ended 31 March 2021

	2021 \$	2020 \$
INCOME		
Other comprehensive income	5,874,444	4,699,133
EXPENDITURE		
Employee benefits expenditure	23,916,134	18,217,894
Other operating expenditure	8,836,899	7,479,184
Total Expenditure	32,753,033	25,697,078
Deficits before grants income	(26,878,589)	(20,997,945)
Grants income	34,388,986	30,667,288
Surplus for the year	7,510,397	9,669,343

Statement of Financial Position as at 31 March 2021

	2021 \$	2020 \$
ASSETS		
Non-current assets	15,824,449	19,444,709
Current assets	44,683,194	33,394,028
TOTAL ASSETS	60,507,643	52,838,737
LIABILITIES		
Non-current liabilities	11,947,770	15,437,248
Current liabilities	11,748,731	8,100,744
TOTAL LIABILITIES	23,696,501	23,537,992
NET ASSETS	36,811,142	29,300,745
RESERVES		
General reserves	25,125,029	18,444,566
Specific reserves	11,686,113	10,856,179
TOTAL RESERVES	36,811,142	29,300,745

Disbursement of Schemes and Programmes for the Year Ended 31 Mar 2021

	2021 \$	2020 \$
SCHEMES AND PROGRAMMES		
Assistive Technology Fund	3,662,973	3,594,376
Community Chest Fund	5,345,661	-
Job Placement Job Support	1,032,536	1,676,061
MSF Service Provider Funding	24,427,211	-
Open Door Programme	1,231,214	2,314,653
SkillsFuture Study Award for Persons with Disabilities and Disability Employment Professionals	45,000	30,000
Special Assistance Fund	426,156	416,756
Taxi Subsidy Scheme	136,788	226,814
Tech Able	189,588	605,133
Tote Board - Enabling Lives Initiative Grant	2,607,055	3,907,679
Tote Board - Social Service Fund	19,184,653	-
VWO Transport Subsidy Scheme	7,615,541	6,804,739
Workability Food Preparation Programme	-	86,200
TOTAL DISBURSEMENT IN THE YEAR	65,904,376	19,662,411

Board Meetings

Board meetings and a board retreat are held 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 six Committee meetings were held in financial year 2020. 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	-	2	2
Ms Chew Seow Chien	1 Jan 2014	1 Jan 2020	31 Dec 2022	2	-	2	-
Ms Chia Yong Yong	1 Jan 2014	1 Jan 2020	31 Dec 2022	3	-	-	-
Dr Chong Yoke Sin	1 Jan 2014	1 Jan 2020	31 Dec 2022	3	-	2	-
Mrs Clara Goh Yau Hong	1 Jan 2018	1 Jan 2020	31 Dec 2022	1	2	-	-
Ms Ku Geok Boon (Chief Executive Officer)	16 Sep 2013	1 Jan 2020	31 Dec 2022	3	-	-	-
Dr Lim Hong Huay	1 Jan 2020		31 Dec 2022	3			
Ms Lynn Ng Hui Wah	1 Jan 2016	1 Jan 2020	31 Dec 2022	2	2	-	-
Mr Suhaimi Bin Salleh	1 Jan 2014	1 Jan 2020	31 Dec 2022	2	2	-	-
Mr Tan Kwang Cheak	1 Jan 2018	1 Jan 2020	31 Dec 2022	3	-	-	2
Ms Jean Tan Lay Kuan	28 May 2015	1 Jan 2020	31 Dec 2022	3	-	-	-
Dr Wong Meng Ee	1 Jan 2014	1 Jan 2020	31 Dec 2022	3	-	-	2
Mr Xie Yao Quan	1 Jan 2018	1 Jan 2020	31 Dec 2022	2	-	-	-

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Corporate

sgenable.sg
[Facebook.com/SGEnable](https://www.facebook.com/SGEnable)
[LinkedIn.com/SGEnable](https://www.linkedin.com/company/SGEnable)

Enabling Guide

enablingguide.sg

Disability-Inclusive Employment

employment.sgenable.sg
enablingmark.sg

Community Initiatives

enablingvillage.sg
[Facebook.com/EnablingVillageSG](https://www.facebook.com/EnablingVillageSG)
[Instagram@EnablingVillage](https://www.instagram.com/EnablingVillage)

[Facebook.com/imableCollective](https://www.facebook.com/imableCollective)
[Instagram@imableCollective](https://www.instagram.com/imableCollective)

Innovation & Technology

eli-grant.sg

techable.enablingvillage.sg
[Facebook.com/TechAbleSG](https://www.facebook.com/TechAbleSG)

Public Education

imable.sg

SG ENABLE
Inclusive society. Enabled lives.

