

Annual Report 2017/2018



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Special Needs Trust Company (SNTC) exists to enhance the financial security and well-being of persons with special needs through the provision of affordable trust services.

The individuals we serve are those whose prospects of securing, retaining or advancing in education, training, employment and recreation as equal members of the community are substantially reduced due to physical, sensory, intellectual and/or developmental impairments or mental illnesses.

Since our incorporation in 2008, we have been working with caregivers of persons with special needs to ensure that proper plans and arrangements are put in place in preparation for the day when they are no longer able to provide for their special needs dependants.

Our case managers are trained to assess the unique circumstances of each person with special needs, and to develop a care plan based on his or her long-term needs. The care plan also helps caregivers estimate the amount of funds needed to meet the future needs of their special needs dependant. This helps them decide how much they would like to set aside in the special needs trust account.

As circumstances may change during the lifetime of the caregiver and the person with special needs, the care plan is regularly reviewed and updated by our case managers, in consultation with the caregiver. Our case managers – who have a deep understanding of the prevailing social services landscape due to their social work training – will also recommend appropriate social support and services to caregivers where needed. Upon the caregivers demise, we will administer and disburse the trust funds left by the caregiver according to the care plan and the caregivers wishes set out in his or her Letter of Intent. By doing so, we ensure that the care expenses of the person with special needs are duly met. SNTCs services are affordable for low and middleincome families, as our fees are subsidised by funding provided by the Ministry of Social and Family Development (MSF). The trust funds set aside with us are also safe, because they are held and invested by the Public Trustee with the principal sum guaranteed by the Singapore Government.

As a non-profit trust company, SNTC is a registered charity, an institution of a public character (IPC), and a member of the National Council of Social Service (NCSS). We also comply with the relevant legislations governing non-profit companies and trustees, i.e. the Companies Act, Trustees Act, Charities Act, and the Code of Governance for Charities and IPCs.

Unique Entity Number: 200812120W Charity Registration Number: 2106 IPC Number: IPC00063 (1 August 2016 – 31 July 2019) Registered Address: 298 Tiong Bahru Road #10-01, Central Plaza, Singapore 168730 General Manager: Ms Esther Tan (Since March 2009)



Chairman's Message



Close to 10 years ago, SNTC was set up to address a pressing worry of many caregivers of persons with special needs – the long-term financial security of their loved ones. Almost a decade has passed since then, and I am proud of the positive impact we have had on the community so far. In this financial year, we saw an increase in outreach efforts, which resulted in more members of the special needs community coming forward to develop care plans and set up trusts with us. I am grateful for the support of our partners, the dedication of our Directors and staff, and for our clients who have placed their faith in us all these years. We will continue to focus on our mission and strive for excellence in our service to the community.

2017/2018 was a year of review in several aspects. First, we actively reviewed over 400 of our existing trust accounts to ensure that proper plans are being put in place by caregivers to prepare for the eventual activation of the trust. Second, we reviewed the company's constitution and Standard Operating Procedures to ensure compliance with best practices. Third, we also renewed our Board to ensure diversity of views within the Board. Two of our directors, Mr Conrad Melville Campos and Mr Lee Chak Meng, retired from the Board, having served in this capacity since SNTC was established. Both remain as Founding Members of SNTC. We are grateful for their long-standing dedication and continued support for SNTC's mission.

At the same time, we welcomed two new directors – Dr Jeremy Lim (Partner & Head of Asia Pacific Region Health & Life Sciences, Oliver Wyman) and Dr Abdul Majeed Bin B.A. Khader (Chief Psychologist, Ministry of Home Affairs). We look forward to working with them.

We were also deeply saddened by the demise of Mr Chng Ho Kiat this year. Mr Chng was another long-standing member of our Board who had served in his capacity as a director and sub-committee member since SNTCs inception. SNTC is very grateful to Mr Chng for his guidance and contributions during his time with us.

The year also saw much work being put into developing a new planning service for elderly with no family support who would like to plan for the day they lose mental capacity. We intend to launch this new service in the next financial year. We hope that our partners, clients, and staff will continue to support us in this new endeavour.

Prof Lim Pin Chairman Special Needs Trust Company

Our Journey

Jun 2008

SNTC is incorporated as a Company Limited by Guarantee.



Jun 2011



Society of Trust & Estate Practitioners and Singapore Trustees Association adopts SNTC as its charity and donates the proceeds from its Inaugural Gala Dinner to SNTC. The donation is used to help financially deserving families with the initial capital that is required to set up their trusts.

Apr 2014

MSF rolls out its Pilot Panel Deputy Scheme whereby volunteers on this panel apply to court to be appointed as deputies for elderly persons who have lost mental capacity. These court-appointed deputies are granted powers to liquidate assets of the elderly persons and set up a trust with SNTC, which manages and administers the monies for the care needs of these elderly persons.

Apr 2016

SNTC works with the Institute of Financial Literacy, a collaboration between MoneySENSE and Singapore Polytechnic, to kick-start the Financial Education Programme for caregivers of persons with special needs.

Mar 2018

SNTC hosts a delegation from Hong Kong which came to learn from SNTCs experiences so that they could set up a similar trust service in Hong Kong.



Oct 2009

SNTC officially launches its SNTC trusteeship scheme.



Mar 2013

MSF starts to subsidise the fees payable for SNTC trust service. Our fees are now 90% to 100% subsidised by MSF.

Aug 2014



SNTC takes over the administration of the CPF-Special Needs Savings Scheme (CPF-SNSS) from SG Enable. CPF-SNSS complements the SNTC Trust scheme in enhancing the financial security of persons with special needs.



Nov 2017

SNTC goes on a study trip to the UK to learn about best practices from overseas counterparts in trust administration and in serving the elderly.

Management Committee

Board Appointment	Name	Date of Appointment
Chairman	Prof Lim Pin	09/07/2008
Board Director	Mr Cyril Chua Yeow Hooi Mr Lim Cheng Teck Mr Conrad Melville Campos Mr Lee Chak Meng Mr Calvin Yeap Soon Aun Mrs Hauw-Quek Soo Hoon Mr Chee Yoh Chuang Mr Chng Ho Kiat Dr Balbir Singh Dr Tang Hang Wu Ms Tina Hung @ Ong Geok Tin Ms Charlotte Beck Gek Suan Dr Jeremy Lim Fung Yen Dr Abdul Majeed Bin BA Khader	20/06/2008 20/06/2008 20/06/2008 (Until 09/2017) 20/06/2008 (Until 11/2017) 20/06/2008 20/06/2008 20/06/2008 20/06/2008 (Until 01/2018) 01/09/2010 01/09/2010 01/09/2010 09/10/2014 15/01/2016 04/12/2017 04/12/2017

Sub-Committees

Business and Finance Committee

Mr Lim Cheng Teck (Chairman) Mr Lee Chak Meng Mr Chng Ho Kiat (until 01/2018) Mr Calvin Yeap Soon Aun Mrs Hauw-Quek Soo Hoon Mr Chee Yoh Chuang

Executive Committee

Prof Lim Pin (Chairman) Mr Cyril Chua Yeow Hooi Mr Lim Cheng Teck Mrs Hauw-Quek Soo Hoon

Legal and Service Committee

Mr Cyril Chua Yeow Hooi (Chairman) Mr Conrad Melville Campos (until 09/2017) Dr Balbir Singh Dr Tang Hang Wu Mr Terrence Chee Dr Jeremy Lim Fung Yen Mr Joseph Kuah

Audit Committee

Mr Chee Yoh Chuang Mr Chng Ho Kiat (until 01/2018)

Organisation Structure



Governance

Board Renewal in 2017/2018

SNTC embarked on a gradual renewal of its Board in 2017/2018 to ensure good governance and to ensure smooth transition. Two of our long-standing directors, Mr Conrad Melville Campos and Mr Lee Chak Meng, retired from the Board and two new directors – Dr Jeremy Lim (Partner & Head of Asia Pacific Region Health & Life Sciences, Oliver Wyman) and Dr Abdul Majeed Bin B.A. Khader (Chief Psychologist, Ministry of Home Affairs) came on board. SNTC will continue to gradually renew the Board to ensure continuity in our operations as the older directors guide the newer directors in their roles.

Governing Instrument

Following a review of SNTC's governing instrument in 2017/2018, we adopted our new Constitution on 4 December 2017.

Principal Funding Sources

SNTC receives funding for its operating expenses from MSF. Donations received from the public are used to help needy families who meet the meanstesting criteria to set up an SNTC Trust by providing them with the initial capital sum. We thank all donors who have helped make a difference in the lives of our clients.

Reserves

"Reserves" refers to the portion of SNTCs unrestricted funds that are freely available for its operating purposes to ensure long-term sustainability. The Board reviews the reserves level regularly to ensure its adequacy in meeting SNTC's continuing obligations.

In light of SNTC's current income source, expenditure needs and risk elements, the Board aims to maintain a reserve level of up to two years' worth of SNTC's operating expenditure. The Board believes that this level of reserves is appropriately and prudently derived to provide financial stability and ensure that the organisation's beneficiaries will not be abruptly deprived of essential services.

Conflict of Interest Management

Directors, employees, and volunteers are expected to conduct their dealings with internal stakeholders, clients, vendors, partners and the public at large with honesty and integrity. Where directors, employees, or volunteers are involved in any relationships or external activities that may pose a potential or actual conflict of interest in relation to their roles in SNTC, they must declare this conflict to SNTC.

Conflict of interest is declared annually and whenever a potential or actual conflict occurs.

To ensure impartiality and fairness in decision-making, employees, directors or volunteers who have a potential or actual conflict of interest are not allowed to participate in any discussion or decision-making process pertaining to the matter in question.

Code of Governance

for the period Apr 2017 - Mar 2018

S/N	Code Description	Code ID	Compliance	Reason
1	Are there Board members holding staff appointments?		No	
4	There is a maximum term limit of four consecutive years for the Treasurer position (or equivalent, e.g. Finance Committee Chairman).	1.1.6	Not applicable	There is no Treasurer position. We have a Business and Finance Subcommittee.
5	There are Board committees (or designated Board members) with documented terms of reference.	1.2.1	Complied	
6	The Board meets regularly with a quorum of at least one-third or at least three members, whichever is greater (or as required by the governing instrument).	1.3.1	Complied	
7	There are documented procedures for Board members and staff to declare actual or potential conflicts of interest to the Board.	2.1	Complied	
8	Board members do not vote or participate in decision-making on matters where they have a conflict of interest.	2.4	Complied	
9	The Board reviews and approves the vision and mission of the charity. They are documented and communicated to its members and the public.	3.1.1	Complied	
10	The Board approves and reviews a strategic plan for the charity to ensure that the activities are in line with its objectives.	3.2.2	Complied	

			-	
11	The Board approves documented human resource policies for staff.	5.1	Complied	
12	There are systems for regular supervision, appraisal and professional development of staff.	5.6	Complied	
13	The Board ensures internal control systems for financial matters are in place with documented procedures.	6.1.2	Complied	
14	The Board ensures reviews on the charitys controls, processes, key programmes and events.	6.1.3	Complied	
15	The Board approves an annual budget for the charity's plans and regularly monitors its expenditure.	6.2.1	Complied	
16	The charity discloses its reserves policy in the annual report.	6.4.1	Complied	
17	Does the charity invest its reserves?		Yes	
18	The charity invests its reserves in accordance with an investment policy approved by the Board. It obtains advice from qualified professional advisors, if deemed necessary by the Board.	6.4.4	Complied	
19	Donations collected are properly recorded and promptly deposited by the charity.	7.2.2	Complied	
20	The charity makes available to its stakeholders an annual report that includes information on its programmes, activities, audited financial statements, Board members and executive management.	8.1	Complied	
21	Are Board members remunerated for their Board services?		No	

24	Does the charity employ paid staff?		Yes	
25	No staff is involved in setting his or her own remuneration.	2.2	Complied	
26	The charity discloses in its annual report the annual remuneration of its three highest paid staff who each receives remuneration exceeding \$100,000, in bands of \$100,000. If none of its top three highest paid staff receives more than \$100,000 in annual remuneration each, the charity discloses this fact.	8.3	Complied	
27	The charity accurately portrays its image to its members, donors and the public.	9.1	Complied	

Note:

- i. The Code of Governance for Charities and Institutions of a Public Character (IPC) outlines the principles and best practices in key areas of governance and management that charities are encouraged to adopt.
- ii. SNTC complies with the Code of Governance (Enhanced Tier).

Our Impact

from inception until 31 March 2018

1,864 care plans have

9,657

people have attended SNTC talks through outreach to SPED schools, hospitals and VWOs.

539 TRUST ACCOUNTS HAVE BEEN SET UP.

> **18** trusts have been activated.

> > **429** CPF-SNSS APPLICATIONS HAVE BEEN APPROVED

In 2017/2018

been done.

1,754 people attended SNTC talks.

- **361** care plans were done.
- 79 trust accounts were set up.
- l trust account was activated.
- **35** CPF-SNSS applications were approved.

"Outreach is an important aspect of SNTC's work, because many caregivers of special needs dependants are still unaware about the financial peril that their loved ones could be faced with if no arrangements are made in advance. Thus, our outreach efforts are designed to be wide-ranging and yet targeted and effective."

2017/2018 in Review

Public Education & Outreach

Public Education and Outreach



Direct Outreach

Reaching out to caregivers of persons with special needs by impressing upon them the importance of planning for the future financial security of their special needs dependants.



Stakeholder Outreach

Reaching out to professionals and organisations who work directly with persons with special needs and/or their caregivers (e.g. social workers, SPED schools, Day Activity Centres, lawyers, financial planners, etc.) by increasing their awareness of SNTC's services.

As part of our direct outreach strategy, SNTC continued to organise talks and workshops in 2017/2018 to inform caregivers of the importance of planning for the long-term financial security of their loved ones with special needs. The talks and workshops provided caregivers with information not just on SNTC, but on related financial matters such as wills, deputyship, doneeship, and financial literacy.

We are grateful for the support of our regular partners such as the Institute of Financial Literacy, NUS Law School and other pro bono lawyers who sacrificed part of their weekends to speak at these talks and workshops at no charge to SNTC and our clients. We are also thankful for the opportunities that our stakeholders have given us to share about SNTC's services with their staff, and the referrals that have arisen because of this. Besides our direct outreach and stakeholder outreach efforts, we also tapped on the mass media (e.g. The Straits Times, Lianhe Zaobao, FM95.8) to increase public awareness about SNTC, and the importance of planning ahead for persons with special needs. For instance, the article published by Lianhe Zaobao on 18 December 2017 explained the purpose and benefits of setting up an SNTC trust and included information about the talks we conduct on related topics. We also participated in the Purple Parade 2017 (an annual event organised by the special needs community to celebrate persons with special needs) to increase public awareness of SNTC.

We look forward to future collaborations with our partners that would better serve the special needs community.

Stories of Clients

Two trusts set up for twin sons

Primary caregiver fell terminally ill SNTC's Case Managers guided the family through making a will, nominations and deputyship matters



Supported the family in advanced care planning to relieve future stress

Active Preparation for Trust Activation

Mr and Mrs Tung set up a trust with SNTC in 2009. The trust was set up for their twin sons, who are currently in their mid-thirties and have autism. Mr Tung was the full-time caregiver of his sons, while Mrs Tung was the sole breadwinner of the household. Due to the demanding nature of her work, Mrs Tung left most of the caregiving and finances to Mr Tung to manage.

Full-time caregiving took a toll on Mr Tung's health, especially since one of his sons exhibited challenging behaviours and had to be admitted to IMH on several occasions. When Mr Tung was diagnosed with terminal cancer, the couple knew they had to make concrete plans for the future of their sons as soon as possible.

Our Case Managers guided the couple through the making of their CPF nominations, and ensured that they listed down their insurance policies, prepared a will, and updated their sons' care plans. They also discussed the issue of deputyship with the couple, who decided that they had to rely on their relatives and friends to act as deputies for their sons. Our Case Managers then met with the deputies and briefed them on their roles as well as on trust-related matters. They also worked through the issue of accommodation with the couple, and it was decided that the twins were to be referred to the new adult disability home at Sengkang when it was ready. In the meantime, they would attend a day care centre. This freed up some time for Mr and Mrs Tung to attend to other end-of-life issues.

Upon Mr Tung's demise in 2017, Mrs Tung continued to receive support from SNTC. Our Case Managers assisted her in preparing her LPA and doing up her Advance Care Plan for her future health and personal care. This gave Mrs Tung some peace of mind regarding her own future and allowed her to make further financial provision for her sons' trust.

Stories of Clients

Mary moved into institutional care due to severe spinal stenosis

Immediate activation of trust

SNTC's Case Managers explored alternative care as trust funds were running low Supported Mary in doing a Lasting Power of Attorney

Journeying with Client Following Trust Activation

Mary suffers from severe spinal stenosis and is unable to live independently. As her family could not care for her at home, Mary had to move into a care home. Her flat was liquidated to provide for her care expenses. Mary's niece was initially helping Mary manage her finances; however, this responsibility grew too burdensome with the sale of the flat. An SNTC trust was thus set up for Mary in Aug 2011 using the sale proceeds from Mary's flat and some insurance payouts. The trust helped safeguard Mary's money and relieved her niece of an onerous responsibility.

Mary's trust was immediately activated so that the funds could be disbursed to meet Mary's care expenses. The trust balance was also closely monitored by SNTC. After some time, the amount in Mary's trust fund started to run low. To stretch the trust funds, our Case Managers explored alternative care arrangements for Mary. As a result, Mary moved from a private nursing home to a non-profit, government-funded adult disability home. Our Case Managers then worked closely with Mary's service providers to ensure that her welfare was taken care of. They also supported Mary in the making of her Lasting Power of Attorney (LPA). The LPA allowed Mary to indicate in advance whom she would like to act on her behalf should she lose mental capacity in future. This saved Mary's relatives the hassle and cost of making a deputyship application to the courts in future, should Mary lose mental capacity.

UK Study Trip

Learning the best practices from our overseas counterparts in the UK to incorporate into our services

From 6 to 15 November 2017, three of our staff and one director went on a study trip to the UK. The delegation was tasked to learn about how special needs trusts in the UK operated, and how ageing-related organisations provided later life planning services to the elderly. The UK was chosen because it had similar trust and mental capacity laws. Its elderly and disability services landscape was also more developed than Singapore's, especially in the area of safeguarding the finances of vulnerable adults.

A study trip to an overseas jurisdiction was necessary because there was no other non-profit special needs trust in Singapore that we could learn from, and the local later life planning sector is also nascent. Hence, we had to look beyond Singapores shores in our search for best practices in these two areas.

The delegation visited several organisations such as: (i) Age UK, the largest charity in the UK dedicated to helping older people; (ii) the Financial Conduct Authority, a regulatory authority that regulates financial service businesses in UK; (iii) the Mencap Trust Company, a non-profit trust for persons with learning disabilities; and (iv) the Money Carer Foundation, a social enterprise that provides money management services for vulnerable adults. SNTC benefited immensely from the study trip. Besides establishing contact with our overseas counterparts, our delegation took home many learning points, especially in the area of how technology could be leveraged upon to manage trust accounts and track the expenditures of our beneficiaries. The generosity of our UK hosts in sharing their publicity and informational materials also helped greatly in the conceptualising of our own resource materials for the soon-to-be-launched planning service for the elderly.

We are grateful to our UK hosts for their hospitality and candour in sharing their experiences with us. We are also most thankful for NCSS' approval to fund the study trip with the Care and Share Grant.



Sharing Knowledge Beyond Our Shores

Supporting Hong Kong delegates by sharing our trust operations and management process

From 13 to 15 March 2018, SNTC hosted several distinguished guests from Hong Kong. The eightperson delegation was led by Mr David Leung, the Commissioner for Rehabilitation, and comprised officers from the Social Welfare Department, Department of Justice, and the Legal and Welfare Bureau.

The visit was organised in light of the Hong Kong Government's intention to set up a special needs trust service in Hong Kong. Hence, the delegation was tasked to visit Singapore to learn about SNTC's trust service, as well as Singapore's social support system and mental capacity framework.

During their visit, representatives from MSF's Disability Office, the Office of Public Guardian, as well as SNTC, gave presentations and addressed the areas mentioned above. We brought them through the various stages of the trust management process in detail, as they found the operational information useful for their task of setting up something similar in Hong Kong. The delegation also visited the Public Trustee's Office to find out how they managed SNTC's trust funds.

We are very honoured to have had the opportunity to share our experiences with the distinguished delegation from Hong Kong. We wish them every success in their endeavour to set up a special needs trust service in their home country.





Getaway at Breakthrough Mission

A respite from the hustle and bustle of city life

On 9 Dec 2018, SNTC held its year-end gathering at the premises of Breakthrough Mission for 70 of its clients and caregivers. Breakthrough Mission's premises at Pasir Panjang was deliberately chosen because it was spacious and scenic. This gave our caregivers some respite from the hustle and bustle of city life and gave our clients and staff opportunities to interact with each other through outdoor play. For some of our clients, going outdoors was also a rare opportunity not to be missed.

The half-day outing started with two programmes being run simultaneously. A workshop for caregivers was conducted in the theatrette, while our clients participated in a series of games in the courtyard. The games – which were facilitated by our staff – included giant Snakes and Ladders, giant badminton, giant flat erasers, and giant Jenga. Each client received gifts for participating enthusiastically in the games. After these activities, our clients and caregivers came together to enjoy a sumptuous buffet lunch. We concluded the lunch by distributing a cake and a Christmas goody bag to each family. As they boarded the bus back to SNTC's premises, we could see that everyone had a good time, especially our clients who enjoyed the outdoor games immensely.

We would like to express our heartfelt thanks to the management of Breakthrough Mission for allowing us to use their wonderful premises free of charge. We are also grateful for the support of our donors whose generous donations went towards purchasing the Christmas goody bags.





In the Pipeline

Planning Service for the Elderly

SNTC has been working with MSF to develop a new service whereby SNTC will help low to middle-income elderly persons with no family support make plans for their long-term care in the event they lose their mental capacity. We intend to launch this new service in 2018/2019.

Clinical Supervision

To enhance our case management practice and improve client experience, SNTC's Case Management Team will be receiving clinical supervision and training from experienced social work professionals from Ang Mo Kio Family Service Centre (AMKFSC). The project will commence in the first quarter of 2018/2019.

SNTC Website Revamp

In light of the expansion of our services, we are looking at a website revamp exercise. We also aim to refresh existing content and make the overall look-and-feel more intuitive and user-friendly for our clients, stakeholders, and the public in general.

Financial Statement



Summarised Financial Statements

Statement of Financial Position as at 31 March 2018

	2018	2017
ASSETS	S\$	S\$
Current Assets	5,780,474	4,882,362
Non-Current Assets*	21,422,674	18,288,652
TOTAL ASSETS	27,203,148	23,171,014
FUNDS AND LIABILITIES		
Current Liabilities	698,719	782,110
Non-Current Liabilities**	21,400,004	18,190,549
Funds	5,104,425	4,198,355
TOTAL FUNDS AND LIABILITIES	27,203,148	23,171,014

Statement of Comprehensive Income

for the year ended 31 March 2018

	2018	2017
INCOME	S\$	S\$
Voluntary Income	52,362	9,730
Investment Income	47,319	44,569
Income from Charitable Activities	11,600	10,060
Government Grants	2,468,976	1,930,312
Other Income	11,914	-
TOTAL INCOME	2,592,171	1,994,671
EXPENDITURE		
Charitable Activities	1,686,101	1,600,141
TOTAL EXPENDITURE	1,686,101	1,600,141
SURPLUS FOR THE YEAR	906,070	394,530

*Include trust funds held by Public Trustee's Office - S\$21,400,004 **SNTC Trust due to principals S\$21,400,004

For our full annual report and financial statements for FY2017/2018, please visit our website at www.sntc.org.sg.





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