

ANNUAL REPORT

FY20/21



Table of Contents

4	About SNTC
6	Chairman's Message
8	Our Journey
10	Board Matters & Corporate Governance
	Board of Directors
	Sub-Committees
	Organisation Structure
	Governance Evaluation Checklist (Enhanced Tier)
	Corporate Governance
24	Our Impact
25	Public Education and Outreach
	New and Continued Partnerships for Public Education
	Engaging the Community in Inventive Ways
29	Our Clients' Stories
	A Transition for the Better
	The Last Deputy
31	COVID-19 Support for Clients
32	In the Pipeline
33	Summary of Financial Statements



Our cover page features photos of SNTC's caregivers and beneficiaries. The "SNTC" letters, in particular, were formed by a collage of artworks contributed by one of our talented beneficiaries, Ngo Shi Jie, Melvin.

About Melvin

Melvin is a special individual with ADHD and autism, and a very talented and creative artist. He loves to experiment with colours and dabble in paint. He took part in some art competitions during his early years and had won prizes. Today, he is a freelance artist and he draws or paints during his free time.

Special Needs Trust Company (SNTC) was established in June 2008, with a mission to provide affordable trust services for persons with special needs in Singapore. We are supported by the Ministry of Social and Family Development (MSF) and the Public Trustee's Office.

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

With 90% to 100% of our fees subsidised by MSF, SNTC's services are made affordable to majority of persons with special needs from the low-to-middle income families. The trust funds set aside with us are also safeguarded and managed by the Public Trustee's Office, with the principal sum guaranteed by the Singapore government.

Beyond setting up and administering the trust funds, we have a dedicated team of social work-trained Case Managers who work closely with caregivers to put in place proper plans and arrangements to enhance the financial well-being of their dependants with special needs.

Since 2014, SNTC has assumed the administration of the Special Needs Savings Scheme (SNSS), which enables parents to nominate a fixed monthly payout from their CPF savings upon their demise to their child with special needs.

Corporate Information:

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 charities and trustees, i.e. the Companies Act, Trustees Act, Charities Act, and the Code of Governance for Charities and IPCs.

UEN	200812120W
Charity Registration Number	2106
IPC Number	IPC00063 (1 August 2019 - 31 July 2022)
Registered Address	298 Tiong Bahru Road, #10-01, Central Plaza, Singapore 168730
General Manager	Ms Esther Tan (Since March 2009)
Banks	UOB, Maybank
Auditors	Cypress Singapore Public Accounting Corporation

Chairman's Message

The global COVID-19 pandemic continued to challenge our service delivery, and during this difficult period, caregivers' and beneficiaries' health and safety remained our top priority. I commend management and staff for adapting and digitising internal processes to engage caregivers and other stakeholders seamlessly.

Continual adaptations to safeguard our clients

Our trust services require close interactions with caregivers of persons with special needs to assess and support their needs. Since early last year, we introduced online modalities to engage caregivers and beneficiaries who belong to the vulnerable group. Public outreach programmes and community partners engagements have gone virtual, to minimize risks of COVID-19 infections.

In addition, we continued to enhance collaborations with our service partners, particularly the Public Trustee's Office, to ensure that disbursement of trust funds to our beneficiaries, their caregivers and service providers are not disrupted. Electronic payment and online processing infrastructure for trust disbursements have been instrumental in ensuring continuity of this critical function even during the nationwide circuit breaker.

Our unrelenting commitment to serve

We continued to build and strengthen our partnerships with various community agencies, including Special Education schools, healthcare institutions, and social service agencies, to continue our outreach to the wider community. Despite a high level of uncertainty due to the pandemic, 144 online talks with a total reach of 1,831 participants were conducted. They were made possible only after multiple dry runs, and more importantly, a shared commitment to serve our community through this difficult time.

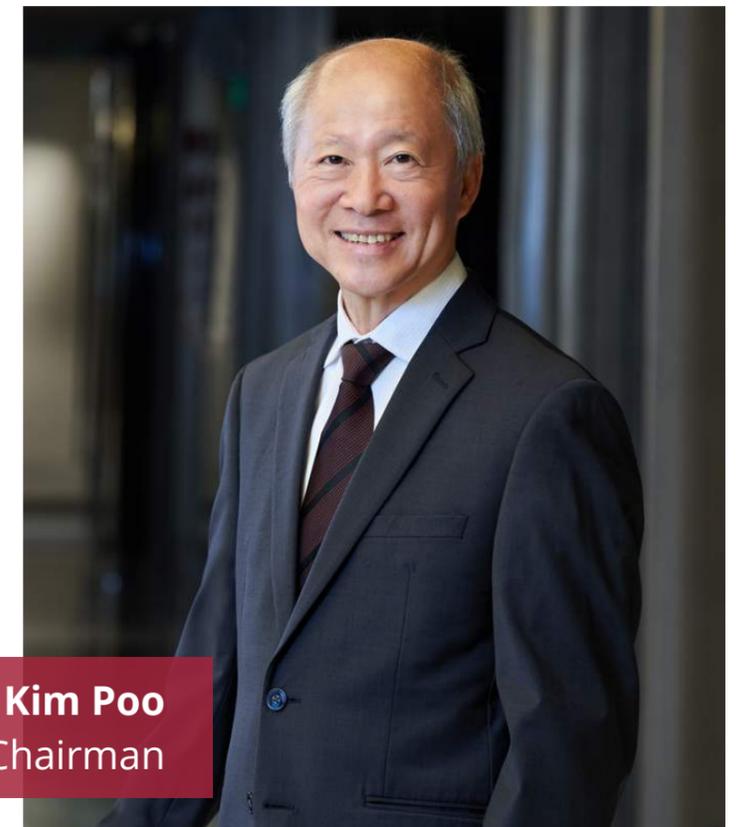
Despite the challenging operating environment, 84 trust accounts were set up for beneficiaries in this financial year. Interestingly, we saw an increase in trust accounts set up by 2 distinct groups of caregivers. The first group comprised caregivers 80 years old and above who are likely to have an increased sense of urgency given the concerns over the impact of COVID-19. The other group were younger caregivers who may be more tech-savvy and were able to access online resources. Trust accounts set up by the lower-income group dropped significantly by 17%, which could reflect the financial hardship caused by the pandemic. We plan and support the needs of different caregiver segments, in our mission to help them care for their loved ones with special needs.

Our appreciation

Four of our directors, Mr Lim Cheng Teck, Dr Balbir Singh, Dr Abdul Majeed Bin Abdul Khader, and Dr Jeremy Lim, stepped down from the Board following the end of their term on 30 September 2020. On behalf of the Board, I would like to express our appreciation for their valuable guidance and contributions during their tenure.

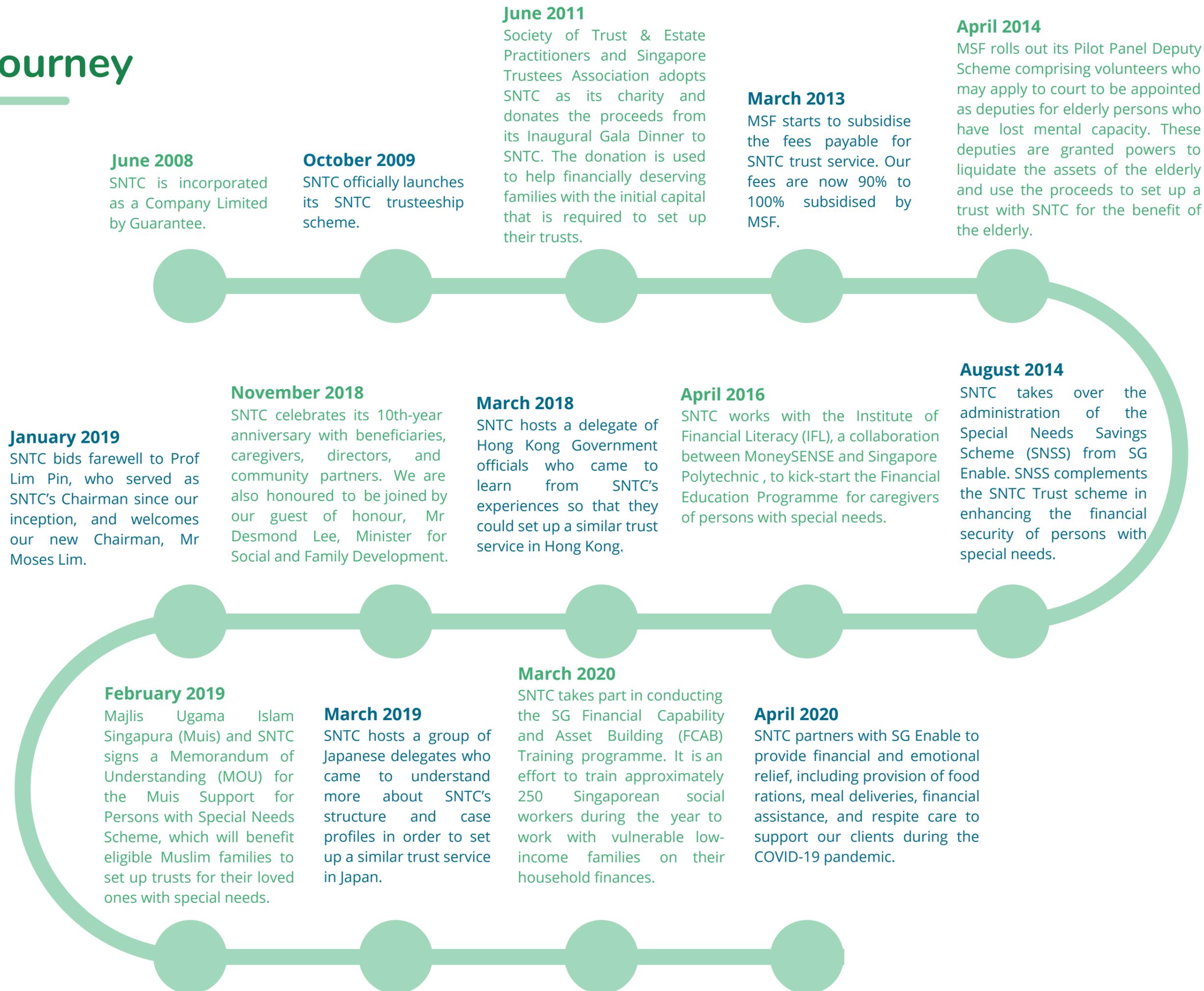
At the same time, we welcomed three new directors, Mr J R Karthikeyan (CEO, AWWA), Mr Mark Tham (Managing Director, Accenture), and Mr Yee Chen Fah (Partner, PricewaterhouseCoopers LLP) who commenced their tenure with effect from 1 October 2020. Their diverse experience and expertise will broaden the Board's competency and perspective to serve the special needs community.

Finally, our work at SNTC would not have been possible without the full support of the Ministry of Social and Family Development, Public Trustee's Office, valued stakeholders, partners, clients, volunteers, and staff. The global pandemic's current state portends difficult and unpredictable time ahead. Nevertheless, with a shared vision for special needs, I believe all of us will emerge stronger and grow in solidarity in this journey to serve our community of special needs.



Moses Lee Kim Poo
Chairman

Our Journey



Board of Directors



Mr Moses Lee Kim Poo
Chairman



Mr Cyril Chua Yeow Hooi
Board Director



Mrs Hauw-Quek Soo Hoon
Board Director



Mr Chee Yoh Chuang
Board Director



Prof Tang Hang Wu
Board Director



Ms Tina Hung @ Ong Geok Tin
Board Director



Ms Charlotte Beck Gek Suan
Board Director



Ms Dilys Charmaine Boey Mengyi
Board Director



Mr J R Karthikeyan
Board Director



Mr Mark Tham Mun Chun
Board Director



Mr Yee Chen Fah
Board Director

Board of Directors

Name	Date(s) of First & Current Appointment in SNTC	Board Meeting Attendance*	Other Current Appointment(s)**
Chairman			
Mr Moses Lee Kim Poo	1 Jan 2019 1 Oct 2020	3/3	Chairman, Guocoland Ltd
Directors			
Mr Cyril Chua Yeow Hooi	20 June 2008 1 Oct 2020	3/3	Founder & Director, Robinson LLC
Mrs Hauw-Quek Soo Hoon	20 June 2008 1 Oct 2020	3/3	Operating Partner, iGlobe Partners
Mr Chee Yoh Chuang	20 June 2008 1 Oct 2020	3/3	Executive Director, RSM Corporate Advisory Pte Ltd
Prof Tang Hang Wu	1 Sep 2010 1 Oct 2020	3/3	Professor of Law, Yong Pung How School of Law, Singapore Management University
Ms Tina Hung @ Ong Geok Tin	9 Oct 2014 1 Oct 2020	2/3	Senior Consultant, National Council of Social Service
Ms Charlotte Beck Gek Suan	15 Jan 2016 1 Oct 2020	3/3	Senior Director, Family Development Group, Ministry of Social and Family Development

Name	Date(s) of First & Current Appointment in SNTC	Board Meeting Attendance*	Other Current Appointment(s)**
Ms Dilys Charmaine Boey Mengyi	1 Oct 2018 1 Oct 2020	3/3	Assistant Chief Executive, Enterprise Singapore
Mr J R Karthikeyan	1 Oct 2020	2/2	Chief Executive Officer, AWWA
Mr Mark Tham Mun Chun	1 Oct 2020	2/2	Managing Director, Accenture PLC
Mr Yee Chen Fah	1 Oct 2020	2/2	Partner, PricewaterhouseCoopers LLP

*Attendance is indicated as the number of meetings attended over the number of applicable meetings. As some SNTC Board Directors were appointed to or resigned from the Board during the financial year, the number of applicable meetings may vary.

**Correct at time of publication

Sub-Committees

Retired Directors

Name	Date(s) of Appointment in SNTC	Board Meeting Attendance*	Date of Retirement
Mr Lim Cheng Teck	20 June 2008	1/1	30 Sep 2020
Dr Balbir Singh S/O Mal Singh	1 Sep 2010	1/1	30 Sep 2020
Dr Abdul Majeed Bin Abdul Khader	4 Dec 2017	0/1	30 Sep 2020
Dr Jeremy Lim Fung Yen	4 Dec 2017	1/1	30 Sep 2020

Board Movements in FY2020/2021

SNTC's commitment to provision of trust services for the special needs community starts at the top with a proficient and diverse Board of Directors. Our directors are distinguished individuals from the legal, finance, insurance, and audit sectors. Their combined expertise has enabled SNTC to carry out our duties as a trustee effectively.

Mr Cyril Chua Yeow Hooi, Mrs Hauw-Quek Soo Hoon, and Mr Chee Yoh Chuang have served since SNTC's inception in 2008 while Prof Tang Hang Wu has served since 2010. With their deep understanding of SNTC's unique operating model and professional experience, the four directors have been instrumental in ensuring continuity and maintaining the Board's performance level. Newer Board members would also benefit from their acute understanding on the critical factors to ensure the sustainability and success of SNTC.

To ensure high standards of governance, our Board is refreshed at a measured pace to harness the collective wisdom and expertise of both new and existing members. Following the end of their term, four of our directors, Mr Lim Cheng Teck, Dr Balbir Singh S/O Mal Singh, Dr Abdul Majeed Bin Abdul Khader, and Dr Jeremy Lim Fung Yen, stepped down from the Board on 30 September 2020. They had been crucial in setting the overall strategic direction for SNTC.

On 1 October 2020, we welcomed three new directors, Mr J R Karthikeyan, Mr Mark Tham Mun Chun, and Mr Yee Chen Fah. Their vast experience and skill sets will provide the Board with valuable insights for SNTC to continue serving our beneficiaries.

Executive Committee

Mr Moses Lee Kim Poo (Chairman)
 Mr Cyril Chua Yeow Hooi
 Mrs Hauw-Quek Soo Hoon
 Mr Lim Cheng Teck (*until 30 Sep 2020*)

Business Plan & Finance Committee

Ms Dilys Charmaine Boey Mengyi (Chairman)
 Mrs Hauw-Quek Soo Hoon
 Mr Chee Yoh Chuang
 Mr Lee Chak Meng

Legal & Services Committee

Mr Cyril Chua Yeow Hooi (Chairman)
 Prof Tang Hang Wu
 Dr Balbir Singh S/O Mal Singh
 Mr Terrence Chee Teng Hsiu
 Mr Joseph Kuah Boon Kheng
 Dr Jeremy Lim Fung Yen (*until 30 Sep 2020*)

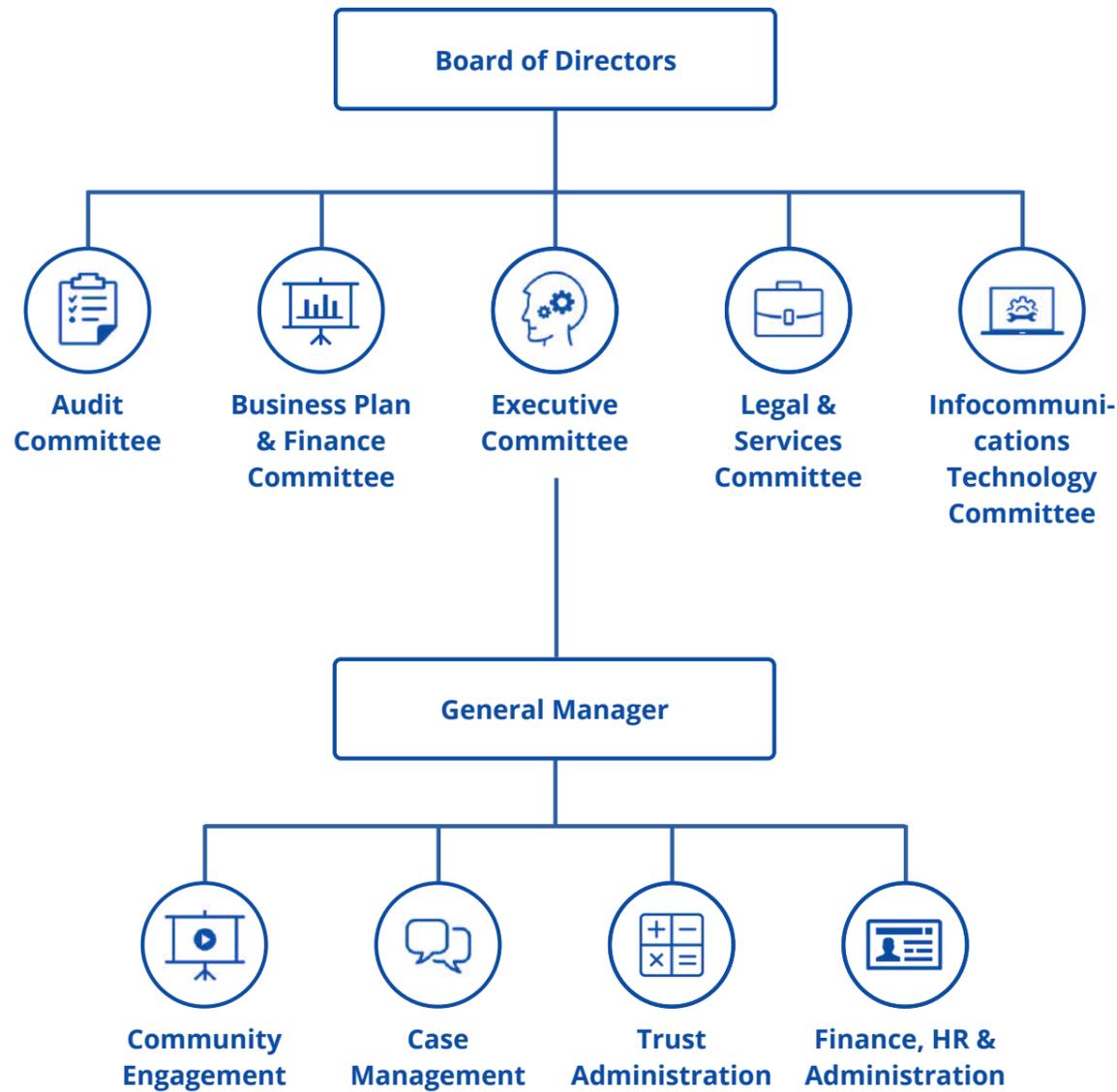
Audit Committee

Mr Chee Yoh Chuang (Chairman)
 Mr Jeevaganth Arumugam
 Ms Goh Geok Chng (*until 27 Jul 2020*)
 Mr Yee Chen Fah (*w.e.f 1 Oct 2020*)
 Mr Tiong Heng Liong (*w.e.f 1 Oct 2020*)

Infocommunications Technology (ICT) Committee

Mrs Hauw-Quek Soo Hoon (Chairman)
 Mr Mark Tham Mun Chun
 Mr Ong Lean Wan
 Dr Phua Chun Wei Clifton
 Mr Tee Chin Wee

Organisation Structure



Governance Evaluation Checklist (Enhanced Tier)

S/N	Code Guideline	Code ID	Compliance	Reason
Board Governance				
1	Induction and orientation are provided to incoming governing board members upon joining the Board.	1.1.2	Complied	
	Are there governing board members holding staff ¹ appointments?		No	
4	The Treasurer of the charity (or any person holding an equivalent position in the charity, e.g. Finance Committee Chairman or a governing board member responsible for overseeing the finances of the charity) can only serve a maximum of 4 consecutive years. If the charity has not appointed any governing board member to oversee its finances, it will be presumed that the Chairman oversees the finances of the charity.	1.1.7	Complied	
5	All governing board members must submit themselves for re-nomination and re-appointment, at least once every 3 years.	1.1.8	Complied	
6	The Board conducts self evaluation to assess its performance and effectiveness once during its term or every 3 years, whichever is shorter.	1.1.12	Complied	
	Is there any governing board member who has served for more than 10 consecutive years?		Yes	

S/N	Code Guideline	Code ID	Compliance	Reason
7	The charity discloses in its annual report the reasons for retaining the governing board member who has served for more than 10 consecutive years.	1.1.13	Complied	
8	There are documented terms of reference for the Board and each of its committees.	1.2.1	Complied	
Conflict of Interest				
9	There are documented procedures for governing board members and staff to declare actual or potential conflicts of interest to the Board at the earliest opportunity.	2.1	Complied	
10	Governing board members do not vote or participate in decision making on matters where they have a conflict of interest.	2.4	Complied	
Strategic Planning				
11	The Board periodically reviews and approves the strategic plan for the charity to ensure that the charity's activities are in line with the charity's objectives.	3.2.2	Complied	
Human Resource and Volunteer² Management				
12	The Board approves documented human resource policies for staff.	5.1	Complied	

S/N	Code Guideline	Code ID	Compliance	Reason
13	There is a documented Code of Conduct for governing board members, staff and volunteers (where applicable) which is approved by the Board.	5.3	Complied	
14	There are processes for regular supervision, appraisal and professional development of staff.	5.5	Complied	
	Are there volunteers serving in the charity?		Yes	
15	There are volunteer management policies in place for volunteers.	5.7	Complied	
Financial Management and Internal Controls				
16	There is a documented policy to seek the Board's approval for any loans, donations, grants or financial assistance provided by the charity which are not part of the charity's core charitable programmes.	6.1.1	Complied	SNTC's Constitution does not explicitly allow granting of loans/ donations for activities which are not aligned to our Objects. Hence, there is no need for a documented policy.
17	The Board ensures that internal controls for financial matters in key areas are in place with documented procedures.	6.1.2	Complied	
18	The Board ensures that reviews on the charity's internal controls, processes, key programmes and events are regularly conducted.	6.1.3	Complied	
19	The Board ensures that there is a process to identify, and regularly monitor and review the charity's key risks.	6.1.4	Complied	

S/N	Code Guideline	Code ID	Compliance	Reason
20	The Board approves an annual budget for the charity's plans and regularly monitors the charity's expenditure.	6.2.1	Complied	
	Does the charity invest its reserves (e.g. in fixed deposits)?		Yes	
21	The charity has a documented investment policy approved by the Board.	6.4.3	Complied	
Fundraising Practices				
	Did the charity receive cash donations (solicited or unsolicited) during the financial year?		Yes	
22	All collections received (solicited or unsolicited) are properly accounted for and promptly deposited by the charity.	7.2.2	Complied	
	Did the charity receive donations in kind during the financial year?		Yes	
23	All donations in kind received are properly recorded and accounted for by the charity.	7.2.3	Complied	
Disclosure and Transparency				
24	The charity discloses in its annual report — (a) the number of Board meetings in the financial year; and (b) the attendance of every governing board member at those meetings.	8.2	Complied	
	Are governing board members remunerated for their services to the Board?		No	

S/N	Code Guideline	Code ID	Compliance	Reason
	Does the charity employ paid staff?		Yes	
27	No staff is involved in setting his own remuneration.	2.2	Complied	
28	The charity discloses in its annual report — (a) the total annual remuneration for each of its 3 highest paid staff who each has received remuneration (including remuneration received from the charity's subsidiaries) exceeding \$100,000 during the financial year; and (b) whether any of the 3 highest paid staff also serves as a governing board member of the charity. The information relating to the remuneration of the staff must be presented in bands of \$100,000. <u>OR</u> The charity discloses that none of its paid staff receives more than \$100,000 each in annual remuneration.	8.4	Complied	
29	The charity discloses the number of paid staff who satisfies all of the following criteria: (a) the staff is a close member of the family ³ belonging to the Executive Head ⁴ or a governing board member of the charity; (b) the staff has received remuneration exceeding \$50,000 during the financial year. The information relating to the remuneration of the staff must be presented in bands of \$100,000. <u>OR</u> The charity discloses that there is no paid staff, being a close member of the family belonging to the Executive Head or a governing board member of the charity, who has received remuneration exceeding \$50,000 during the financial year.	8.5	Complied	

S/N	Code Guideline	Code ID	Compliance	Reason
Public Image				
30	The charity has a documented communication policy on the release of information about the charity and its activities across all media platforms.	9.2	Complied	

1 Staff: Paid or unpaid individual who is involved in the day to day operations of the charity, e.g. an Executive Director or administrative personnel.

2 Volunteer: A person who willingly serves the charity without expectation of any remuneration.

3 Close member of the family: A family member belonging to the Executive Head or a governing board member of a charity —
 (a) who may be expected to influence the Executive Head's or governing board member's (as the case may be) dealings with the charity; or
 (b) who may be influenced by the Executive Head or governing board member (as the case may be) in the family member's dealings with the charity.

A close member of the family may include the following:

- (a) the child or spouse of the Executive Head or governing board member;
- (b) the stepchild of the Executive Head or governing board member;
- (c) the dependant of the Executive Head or governing board member.
- (d) the dependant of the Executive Head's or governing board member's spouse.

4 Executive Head: The most senior staff member in charge of the charity's staff.

Governing Instrument

The governing instrument of SNTC is its Constitution.

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 means-testing criteria set up an SNTC Trust by providing them with the initial capital sum.

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.

Whistle-Blowing Policy

Employees of SNTC and members of the public who wish to bring up concerns about possible malpractices or impropriety in SNTC can write to the Chairman of SNTC's Audit Sub-Committee. Subject to legal and regulatory obligations, SNTC shall treat all feedback with strict confidence and appropriate action will be taken to address the feedback and ensuing findings. No action will be taken against parties who raise their concerns in good faith, even if the feedback is found to be unsubstantiated.

Reserves

"Reserves" refers to the portion of SNTC's unrestricted funds that the Board has the discretion to use 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 external environment, the Board aims to maintain a reserves level of up to two years' of SNTC's annual operating expenditure. Under its Funding Agreement with MSF, SNTC is required to refund reserves in excess of two years of operating expenditure to MSF. The Board agrees that this level of reserves is appropriately and prudently derived to provide financial stability and to ensure that SNTC's clients will not be abruptly deprived of essential services in the event of unforeseen cut in funding from MSF.

Our Impact

As at 31 March 2021
(since inception)

16,506

people have been reached

1, 831 in FY2020/2021

2,967

care plans have been done

272 in FY2020/2021

856

trust accounts have been set up

84 in FY2020/2021

605

SNSS applications have been approved

45 in FY2020/2021

Public Education and Outreach

New and Continued Partnerships for Public Education

Reaching out to caregivers of persons with special needs, as well as professionals and organisations that have direct interactions with such individuals, has been crucial as part of SNTC's outreach efforts.

As at 31 March 2021, we have engaged more than 16,000 people through our talks, workshops, and booths to raise awareness of the importance of planning for the long-term financial security of their loved ones with special needs. Our talks included topics on SNTC's services conducted by staff, and topics such as financial literacy and deputyship conducted by pro bono speakers.

Due to the evolving nature of the COVID-19 pandemic, we faced many challenges as our on-site activities had to be either cancelled or put on hold till further notice. Despite the uncertainty, SNTC remained committed in equipping caregivers with the knowledge to plan and provide for their dependants with special needs.

After resolving various issues concerning security and technical difficulties, we continued our outreach efforts by bringing our talks online. These online talks included daily in-house talks, and joint talks with IMH's Adult Neurodevelopmental Service, National Library Board, AWWA Silver Station, and Montfort Care's Goodlife! @Yishun.

With the unwavering support from caregivers and community partners, the total number of online talks organised by SNTC, as well as those conducted alongside partners, totalled up to 144 in FY2020/2021. This was a feat considering the fact that there had not been any online talks conducted by SNTC before the pandemic.

We are truly grateful for the opportunities to continue with our public education despite the challenging operating environment, and we look forward to future collaborations with our partners to better serve the community of special needs.

Engaging the Community in Inventive Ways

The COVID-19 pandemic has created a new normal and accelerated the pace of digital transformation. We witnessed an uptake of digital tools and platforms as more people had to stay and work from home due to the various measures and restrictions in place to contain the spread of the virus. To stay relevant, SNTC came up with a number of initiatives to reach out to caregivers of special needs in our increasingly digital environment.

New Corporate Video

SNTC published a new video to explain the key stages of the trust set-up and outlines the journey of a caregiver with us. Instead of featuring our caregivers and beneficiaries, this video showcases our team of social work-trained Case Managers who work closely with caregivers to plan for their loved ones with special needs. The narration was also done by one of our experienced Case Managers to add another level of personal touch.



Screenshot of New Corporate Video

New Brochures

Our official brochures had a fresh new design. In addition, we took into consideration the valuable feedback gathered from caregivers and community partners, and revised the brochure's content for easier comprehension. Special thanks to our featured caregivers and beneficiaries who were supportive to be part of the photo shoots, which were taken while adhering to strict COVID-19 measures. The digital copies of our new brochures are available for download from SNTC's website.

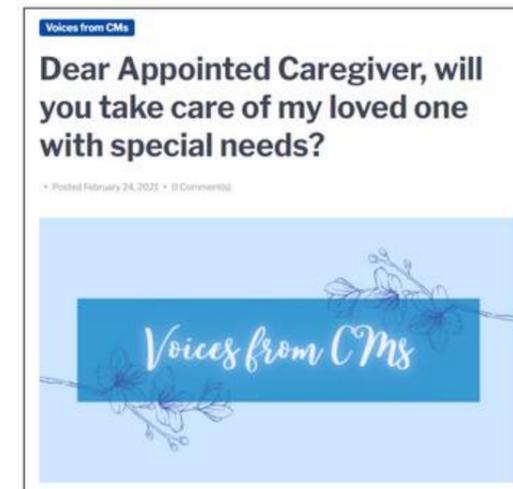


New English Brochure

New Chinese Brochure

New Blog

A blog was also set up in September 2020 to keep our caregivers and partners updated on the latest news and happenings at SNTC. Other topics that had been shared included stories of our clients, key news articles about SNTC, and educational tips for caregivers to plan for their loved ones with special needs. We also featured the "Voices from CMs" series, which included bimonthly contributions from our Case Managers to provide insights on issues close to caregivers' heart.



Screenshot of New Blog

New Animated Videos

A series of short animated videos was also produced as digestible content for caregivers and community partners to learn about SNTC's services. From scripting to voice-over, every part of the videos was done in-house by our team. These bite-sized videos were shared with caregivers and partners on various digital platforms, including Facebook, YouTube, and our blog.



Contests on SNTC's Facebook Page

To further encourage caregivers and partners to watch and share our animated videos, the first series of contests was kickstarted on SNTC's Facebook page in February 2021. As SNTC produces more shareable content on digital platforms, more contests may be held to engage the savvy group so as to raise awareness of our services.



Contest Posters

A Transition for the Better

In 2009, Mr and Mrs Teo decided to set up a trust with SNTC for their daughter who has Obsessive Compulsive Disorder. Back then, Mr and Mrs Teo were in their late 50s. As they were advancing in age, they were concerned about the future care of Ms Teo, since she is their only child.

Besides preparing the necessary finances for their daughter, the parents faced many challenges in providing care for her and they needed additional assistance from SNTC. During the initial years following the trust set-up, Ms Teo exhibited many attention-seeking behaviours and made demands on her parents, causing both of them to be tensed and sleep-deprived. SNTC assisted Mr and Mrs Teo by referring their daughter to an Adult Disability Home.

After transiting to an Adult Disability Home since 2012, Ms Teo's behaviour changed for the better. With a sleep routine and balanced diet, her health conditions also improved. She was well-received by the staff at the institution, and also became more respectful and obedient towards her parents. This was a huge relief to Mr and Mrs Teo.

Since then, Mr and Mrs Teo visit their daughter weekly and fetch her home over the weekend to spend quality time together, and it has been so for the past 9 years.

The parents are thankful that their daughter is adapting well at the institution. Mr Teo has also approached his relatives for their help to visit her daughter once in a while, and bring some of her favourite food when both parents are no longer.

Under SNTC's guidance, both parents nominated Ms Teo's SNTC trust account to receive their CPF savings upon their passing. Mr and Mrs Teo also prepared a Will, and appointed their relative to execute the Will so that their flat could be sold in future upon their demise. The sale proceeds from the flat would then be injected into Ms Teo's trust account. By doing so, the trust account for their daughter would have sufficient funds for her long-term future care.

With the set-up of the trust and support from SNTC's Case Managers, Mr and Mrs Teo are assured that they have adequately prepared for their daughter's future to the best of their abilities.

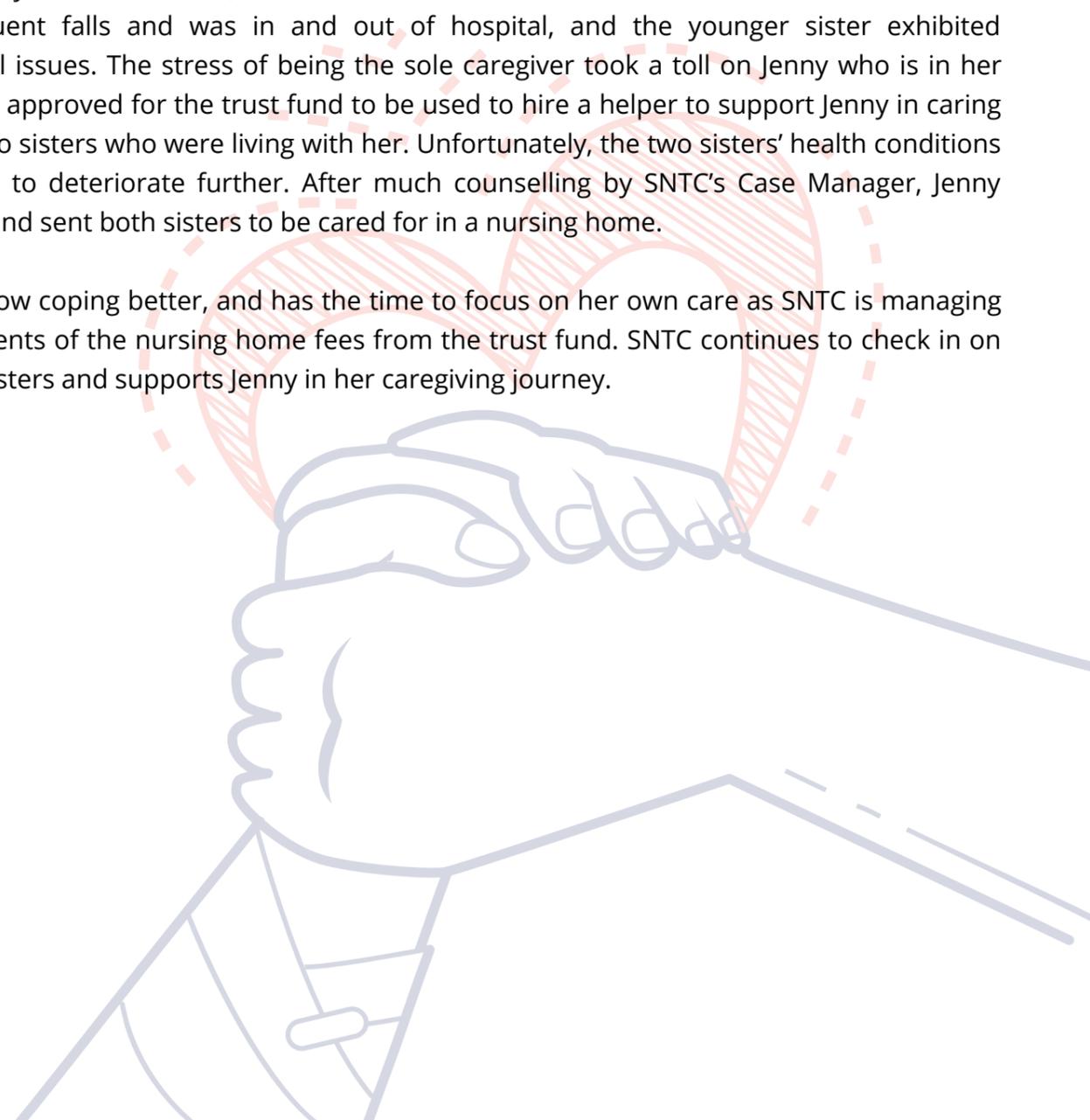
COVID-Support for Clients

The Last Deputy

Jenny and her late brother were joint deputies for two of their sisters with intellectual disabilities. After her brother passed away, Jenny had to seek the Court's approval for her to be the sole deputy for her two sisters as no other family members were keen to act as joint-deputy with her. In 2019, the Court approved for Jenny to be the sole deputy for her two sisters and directed her to set up SNTC trust accounts for them.

After the set-up of the trust accounts, the two sisters continued to live in the community under Jenny's care. However, the two sisters' health started to deteriorate. The older sister had frequent falls and was in and out of hospital, and the younger sister exhibited behavioral issues. The stress of being the sole caregiver took a toll on Jenny who is in her 70s. SNTC approved for the trust fund to be used to hire a helper to support Jenny in caring for the two sisters who were living with her. Unfortunately, the two sisters' health conditions continued to deteriorate further. After much counselling by SNTC's Case Manager, Jenny relented and sent both sisters to be cared for in a nursing home.

Jenny is now coping better, and has the time to focus on her own care as SNTC is managing the payments of the nursing home fees from the trust fund. SNTC continues to check in on the two sisters and supports Jenny in her caregiving journey.



As part of SNTC's year-end tradition to bring cheer to our less privileged caregivers and beneficiaries, specially-arranged meals from Breakthrough Cafe, vouchers, masks, and a card with well wishes, were hand-delivered to 30 lower-income families in October 2020. It is heartening to know that the meals provided a bonding experience for these families, and also helped to lift their spirits during the difficult times.

Our sincere gratitude to the Rotary Club of Singapore for sponsoring the masks for our clients.



SNTC's care pack to 30 lower-income clients



Our clients and beneficiaries enjoying their meals

In the Pipeline

Outreach to Elderly Caregivers

There remains an urgency among elderly caregivers to plan for their dependants with special needs. To reach out to these elderly caregivers who are less tech-savvy, SNTC will work with traditional media outlets to raise awareness of our services. We will also continue to strengthen the partnerships with new and existing community partners who work closely with seniors to reach out to the elderly group of caregivers.

Summary of Financial Statements

Statement of Financial Position as at 31 March 2021

Assets	2021 (S\$)	2020 (S\$)
RESTRICTED FUNDS		
<i>Accumulated Fund</i>	3,761,392	3,954,380
<i>Financial Assistance Fund</i>	462,044	465,215
<i>Care and Share Fund</i>	137,977	149,320
	4,361,413	4,568,915
Represented by:		
NON CURRENT ASSETS	37,489	27,200
CURRENT ASSETS	6,223,046	5,795,954
Less: CURRENT LIABILITIES	(1,899,122)	(1,254,239)
NET CURRENT ASSETS	4,323,924	4,541,715
	4,361,413	4,568,915
TRUST FUND		
Trust Amount Held by Public Trustee's Office	38,974,025	32,417,313
Less: SNTC Trust Fund due to Principals	(38,974,025)	(32,417,313)
Monies Held on behalf of SSH	43,331	4,999
Less: Monies Held on behalf of SSH	(43,331)	(4,999)
	-	-

Statement of Comprehensive Income for the Year Ended 31 March 2021

Income	2021 (S\$)	2020 (S\$)
INCOME		
Grants from MSF	2,475,700	2,476,400
Trustee's Fee	14,060	14,330
Donations	17,016	10,055
Donation-in-kind	8,441	8,441
Wage Credit Scheme	50,585	15,906
Interest Income	26,236	79,283
Other Income	5,915	7,900
	2,597,953	2,612,315
EXPENDITURE		
Expenditure of Manpower	1,696,359	1,798,026
Other Operating Expenditure	215,867	314,281
	1,912,226	2,112,307
SURPLUS FOR THE YEAR	685,727	500,008

Please visit www.sntc.org.sg for the full financial statements of FY2020/2021.



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