SAVH

Singapore Association of the Visually Handicapped

ANNUAL REPORT 2024~2025

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ABOUT SAVH

The Singapore Association of the Visually Handicapped (SAVH), formerly known as the Singapore Association for the Blind (SAB) is the national Voluntary Welfare Organisation (VWO) for the visually impaired in Singapore. Founded in 1951, SAVH aims to help the visually impaired to acquire new skills and gain self-reliance to integrate into society.

SAVH is affiliated to the National Council of Social Service (NCSS), registered with the Registrar of Societies (ROS) (172/1951WEL) and Commissioner of Charities (COC) (0059) with a Unique Entity Number for Societies (UEN) (S61SS0119J), and is an approved Institution of a Public Character (IPC000443) valid till 31 December 2025. SAVH has a constitution as its governing instrument. Its banker and auditor are DBS Bank and UHY Lee Seng Chan & Co respectively with R. S. Solomon LLC as its legal advisor. SAVH is registered at 47 Toa Payoh Rise, Singapore 298104.

VISION

To promote the needs, interests and aspirations of the visually handicapped.

MISSION

To help the visually handicapped help themselves.

OBJECTIVES

TO SERVE as an association for the visually handicapped, and to promote the welfare of the visually handicapped in Singapore.

TO FACILITATE and encourage greater participation of the visually handicapped in the administration of their affairs, activities and in the Association's management.

TO WORK towards the abolition of architectural, attitudinal, social, cultural, educational, employment and other barriers that prevent the total integration and equal treatment of the visually handicapped in the community.

TO ENCOURAGE eye care safety and research in the prevention and cure of blindness and related diseases.

TO DO all such other things as are conducive to attaining the above objectives including appeals for funds to help the visually handicapped.

PRESIDENT'S MESSAGE

Dear Friends and Supporters,

As President of the Singapore Association of the Visually Handicapped (SAVH), it is my privilege to share with you the impactful journey we have embarked on this past year. In a world increasingly driven by technology and digital transformation, accessibility remains at the heart of our mission. We envision a society where every individual, regardless of their visual challenges, can fully participate and thrive. At SAVH, we are committed to breaking barriers and creating pathways for greater independence and empowerment for our clients.

This year, we focused on fostering an environment where every individual feels empowered and supported. Through meaningful partnerships and community-driven initiatives, we have strengthened our commitment to making everyday life more accessible and inclusive for our clients. It is through collective effort and shared purpose that we continue to open doors of opportunity for the visually impaired, enabling them to live with greater confidence and independence.

Looking ahead, our vision remains steadfast; to continue championing accessibility, inclusivity, and equal opportunities for the visually impaired community. Over the next five years, we plan to expand our services, deepen community partnerships, and introduce new assistive technologies that will further enhance the quality of life for those we serve. Together with our partners, volunteers, and generous supporters, we will build a future where barriers are replaced with opportunities and where the visually impaired are empowered to live their lives with dignity and purpose.

Thank you for standing alongside us in this mission. Your support brings us one step closer to a more inclusive society.

Yours sincerely,

Ali Daud
President
Singapore Association of the Visually Handicapped (SAVH)

EXECUTIVE DIRECTOR'S MESSAGE

"Doing Good, Doing Better"

A Rethink Necessary for Everyone on the Path to True Inclusiveness!

This year marks a pivotal chapter in SAVH's journey as we strive to do good and do better for the visually impaired community. Guided by our mission of empowering lives through inclusivity and accessibility, we have made significant strides in enhancing our services, strengthening our community support, and embracing innovative solutions to uplift the lives of our clients.

Our commitment to enhancing accessibility has opened new pathways for independence and confidence among our clients. Through the expansion of our key services and the introduction of new support technologies, we continue to meet the growing needs of our community with compassion and precision.

These developments are not merely about better tools; they signify progress towards greater empowerment and self-sufficiency. Each step forward is a testament to our belief that every individual deserves the opportunity to live with dignity and independence.

We have also deepened our collaboration with community partners and corporate sponsors, recognising that sustainable impact is only possible through collective effort. Our initiatives, such as **'Cycle for Sight,'** have brought together participants from all walks of life, united by a

> *I fervently believe that we should see the similarities persons with Visually Impairment and Low Vision have with us – they too have dreams they want to achieve. Accepting them as they are, is the path to true inclusiveness.*

common goal to champion accessibility for the visually impaired. This community-driven event not only raises vital funds but also spreads awareness about the challenges faced by the visually impaired, inspiring collective action.

Additionally, the celebration of **World Braille Day** beyond the walls of SAVH underscores our commitment to promoting literacy and independence, reaching out to the broader co mmunity to share the importance of inclusivity. These partnerships have enabled us to extend our reach and touch more lives than ever before.

For our Vision and Mission to truly be a success, everyone in our society needs to be challenged to "**Reimagine What We Can Do**."

1. Persons with visual impairment and low vision challenges must be determined and daring in the pursuit of their dreams;
2. SAVH (and other organisations supporting this sector and community) must be continually evolving and creative in finding solutions for our clients;
3. More employers must explore ways to embrace job redesign, be welcoming to and value the contributions of staff with visual challenges; and
4. Members of the public need to step out of their comfort zones – start conversations, volunteer, educate themselves – to help persons with these visual challenges to feel like they are a part of society, rather than apart from it.

We should all look beyond disabilities and consider their strengths, talents, and abilities instead. Accepting them as they are, is the path to true inclusiveness. This year's SAVH Annual Report highlights the aspirations and innovative spirit of our staff and partners, while celebrating the diverse achievements of our clients with visual impairments. Let's embrace a wider, all-embracing community, Singapore! Be one of us, be part of this inclusive society.

Looking ahead, we are charting a comprehensive five-year plan to expand our reach, deepen our services, and establish SAVH as a leader in accessibility and inclusivity for the visually impaired. Our vision includes scaling community outreach efforts, leveraging technology to enhance client services, and strengthening collaborations with government agencies, corporate partners, and the wider community to ensure long-term sustainability and meaningful impact.

Together, with your unwavering support, we will continue to push boundaries, champion inclusivity, and empower those we serve to achieve their fullest potential.

Thank you for being a part of our journey.

Let us continue to do good and do even better together!

Dr. Christopher Tay
Executive Director
Singapore Association of the Visually Handicapped (SAVH)

EXECUTIVE COMMITTEE 2024 - 2025

MR ALI BIN DAUD*
PRESIDENT
APPOINTMENT DATE: 5 SEP 2024

MR LIONEL LIM JUN JIE*
VICE-PRESIDENT (1)
APPOINTMENT DATE: 5 SEP 2024

DR CHAN CHOI MUN
VICE-PRESIDENT (2)
APPOINTMENT DATE: 18 SEP 2024

MR DANNY CHIA CHOON GUAN*
HONORARY SECRETARY
APPOINTMENT DATE: 18 SEP 2024

MR TAN SEE HAI, MICHAEL
HONORARY TREASURER
APPOINTMENT DATE: 5 SEP 2024

MR JOSHUA TSENG SHI-HAO*
MEMBER
APPOINTMENT DATE: 5 SEP 2024

MR WILLIAM KOO (CO-OPTED)
MEMBER
APPOINTMENT DATE: 5 SEP 2024

MR JOHN SEE TOH SOON MUN (CO-OPTED)
MEMBER
APPOINTMENT DATE: 5 SEP 2024

MR MANSOR ALI KHAN ABDUL JAMAL MOHAMED* (CO-OPTED)
MEMBER
APPOINTMENT DATE: 5 SEP 2024

MR JOHN VIGNESH PONNUSAMY* (CO-OPTED)
MEMBER
APPOINTMENT DATE: 5 SEP 2024

MR IVAN TEO SIN LEONG (CO-OPTED)
MEMBER
APPOINTMENT DATE: 1 JAN 2025

Mr William Koo, Mr John See Toh Soon Mun, Mr Mansor Ali Khan Abdul Jamal Mohamed, Mr John Vignesh Ponnusamy and Mr Ivan Teo Sin Leong were co-opted as Executive Committee for their specific expertise up to the Annual General Meeting.

**Denotes visually handicapped*

ORGANISATION CHART

AS AT 31 MARCH 2025

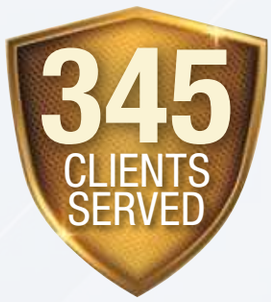
EXECUTIVE COMMITTEE
President,
Vice-President, Honorary Secretary,
Honorary Treasurer, Assistant Treasurer
& Executive Committee Members

- Nomination Sub-Committee
- Finance & Investment Sub-Committee
- Client Services Sub-Committee
- Fund-Raising Sub-Committee
- Social Enterprise Sub-Committee
- Audit & Risk Sub-Committee
- Human Resources Sub-Committee
- Environmental, Social & Governance (ESG) Sub-Committee
- Communications Task Force
- Digitalisation Task Force

EXECUTIVE DIRECTOR

CORPORATE GOVERNANCE SERVICES & IT	SOCIAL WORK DEPARTMENT	SOCIAL ENTERPRISE
HUMAN RESOURCES	LOW VISION CLINIC	MOBILE MASSAGE TEAM
FINANCE	ASSISTIVE DEVICES CENTRE	DINING-IN-THE-DARK
PUBLIC RELATIONS, FUNDRAISING & VOLUNTEER MANAGEMENT	BRAILLE PRODUCTION CENTRE	TOUCH ART
OPERATIONS SUPPORT & SECURITY	DAY CARE CENTRE	GIFT SHOP
ACCESSIBILITY DEPARTMENT	ORIENTATION & MOBILITY DEPARTMENT	WHITE CANE CLUB
LIBRARY SERVICES	SKILLS DEVELOPMENT PROGRAMME	

LOW VISION CLINIC



OVERVIEW

The Low Vision Clinic (LVC) at SAVH has seen significant growth in its client base for FY24/25. A notable 30% increase in new cases was recorded, with numbers rising from 70 in FY23/24 to 91 this year. This growth reflects heightened awareness, earlier detection, and robust referral networks with ophthalmologists. LVC's role in providing comprehensive clinical assessments and tailored advisory services continues to be crucial, particularly for clients aged above 60, who remain the largest demographic.

KEY INSIGHTS

New Cases by Age Group

We hope this will encourage members to upgrade their IT skills in the long term and move towards a more digitised society.

The SAVH Library has successfully relocated to a new, ground-level facility, enhancing accessibility for our clients. This strategic move has enabled us to better serve our visually impaired community.

Age Group	FY23/24	FY24/25	Variance	YOY% Change
Below 20	4	3	-1	**-25%**
20-40	5	10	5	**100%**
41-60	15	25	10	**67%**
Above 60	46	53	7	**15%**
Total	**70**	**91**	**21**	**30%**

Age Group Analysis

- *Below 20 Years:* The only age group to see a decline, with a 25% drop in new cases. This may suggest stronger preventive measures or early interventions.
- *20 – 40 Years:* The most significant growth, with a 100% increase in cases, indicating rising awareness and proactive health management.
- *41 – 60 Years:* A 67% increase in this age group, highlighting the need for targeted support for working adults managing vision loss.
- *Above 60 Years:* The largest segment of clients, with a 15% rise, underscoring the importance of continuous monitoring and support.

COLLABORATIVE EFFORTS

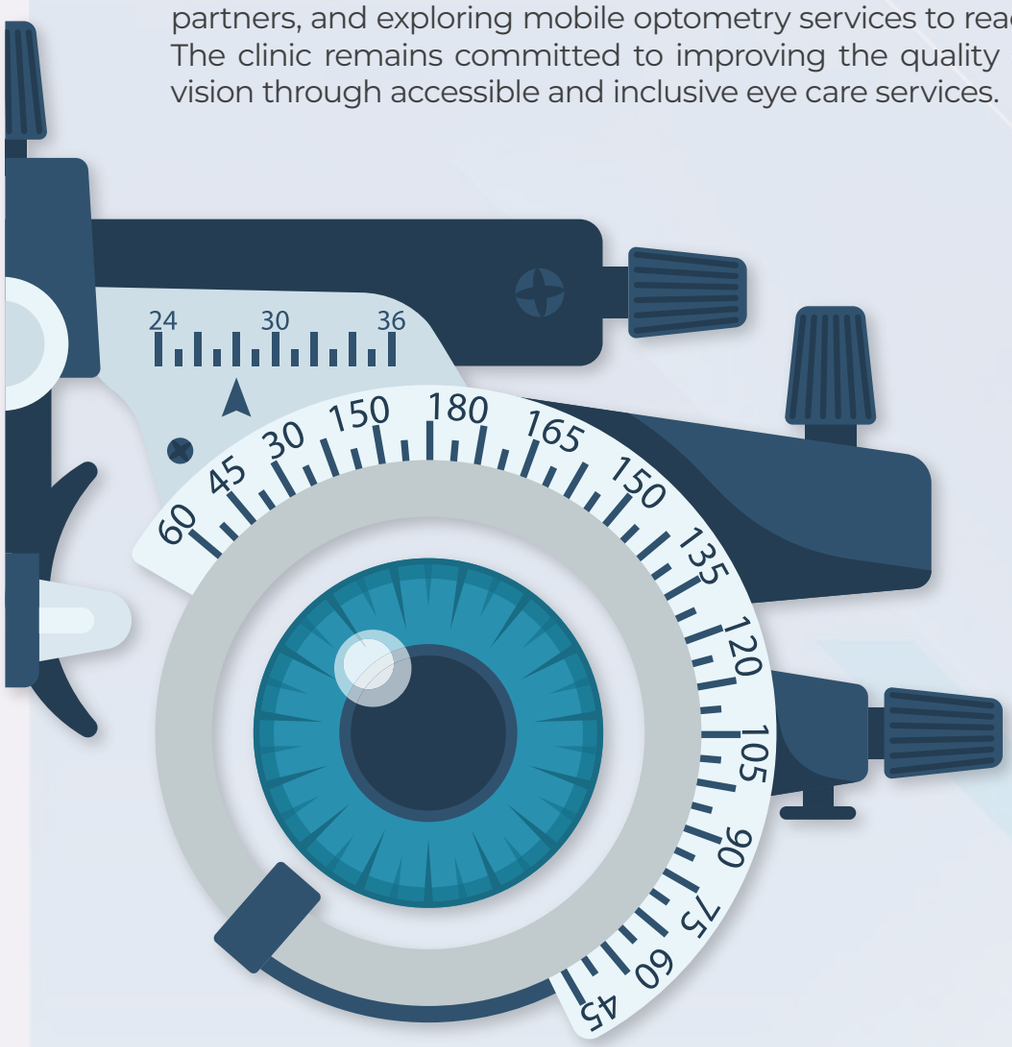
LVC has continued to expand its community reach through strategic partnerships. Participation in events like Khoo Teck Puat Hospital's annual public education roadshow has helped raise awareness of age-related macular diseases and LVC's services. LVC also collaborates with SG Enable and community organisations to promote awareness, extending its impact to those in need.

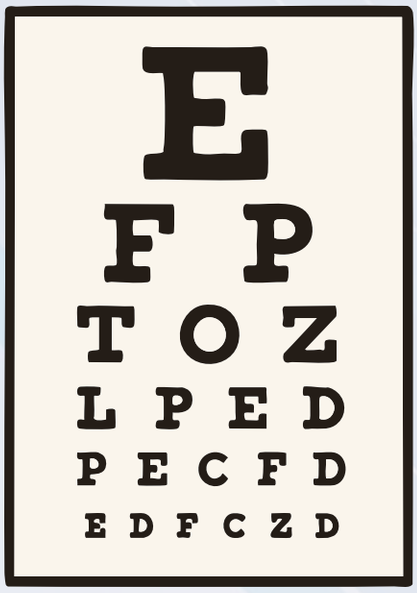
CHALLENGES AND AREAS FOR IMPROVEMENT

The primary challenge for LVC remains ensuring consistent attendance for annual optometry reviews. Despite reminder calls, client responsiveness has been low, with mobility limitations posing additional barriers for some. In response, LVC is collaborating with the Day Care Centre (DCC) and the Social Work Department (SWD) to improve follow-up efforts. DCC identifies clients due for reviews, while SWD informs clients and caregivers of upcoming appointments during home visits. This integrated approach aims to boost attendance and strengthen client continuity of care.

FUTURE DIRECTIONS

Looking ahead, LVC plans to enhance its outreach and engagement strategies. This includes personalised reminder systems, deeper collaborations with community partners, and exploring mobile optometry services to reach clients with mobility issues. The clinic remains committed to improving the quality of life for individuals with low vision through accessible and inclusive eye care services.





ASSISTED DEVICE CENTRE

Increase in clients benefitting from assistive technologies

Life-changing impact on clients

Positive feedback on new technologies

INTRODUCTION AND OVERVIEW

The Assisted Device Centre (ADC) at SAVH continues to be a vital pillar of support for individuals with visual impairments. Through the provision of advanced assistive technologies, ADC empowers clients to achieve greater independence and enhance their quality of life. In FY24/25, the centre recorded substantial growth in technology adoption and significant improvements in client confidence and functionality.

KEY ACHIEVEMENTS AND CLIENT SUCCESS STORIES

A defining success story this year features Ms Ng Pei Pei, an ADC client who relies on her portable handheld magnifier and JAWS software to perform her administrative duties effectively. These assistive technologies not only enable her to remain productive but also boost her confidence in managing day-to-day tasks independently. Her experience exemplifies the life-changing impact of accessible technology in professional settings.

The centre also observed a 20% increase in the number of clients benefitting from these technologies compared to the previous year. This growth reflects rising awareness of assistive solutions and the effectiveness of ADC's outreach and training initiatives. Our hands-on training sessions ensured that clients not only received devices but also gained the skills to use them confidently and effectively.

ADDRESSING MISCONCEPTIONS AND OVERCOMING CHALLENGES

A prevalent misconception among clients and caregivers is the belief that assistive devices are too complex or challenging to operate. To address this, ADC's team provides patient, step-by-step guidance during consultations and training sessions. Our approach prioritises clear demonstrations, practical usage scenarios, and ongoing support, ensuring that clients are comfortable with their devices.

Another challenge lies in the selection of appropriate devices. Some clients may prefer certain devices based on familiarity or aesthetic appeal, which may not align with their specific needs. In these situations, our team exercises patience, explaining the benefits of alternative options that better suit their circumstances.

INNOVATIONS AND NEW TECHNOLOGIES

This year, ADC introduced the ReadEasy Evolve Max—a state-of-the-art device that significantly enhances text accessibility for those who are fully visually impaired. This new addition replaces older models, offering improved usability and sharper text recognition. Alongside this, we expanded our inventory with new handheld and pocket magnifiers to support reading tasks, as well as advanced voice recorders for audio note-taking.

Feedback from our clients has been overwhelmingly positive, with many praising the enhanced clarity and ease of use of these new technologies. ADC remains committed to staying at the forefront of assistive technology advancements to better serve our clients' evolving needs.

CONCLUSION AND ACKNOWLEDGEMENTS

The successes achieved by ADC this year would not have been possible without the unwavering support of our community partners, dedicated staff, and generous donors. We extend our deepest appreciation to everyone who has contributed to our mission of empowering the visually impaired through technology. Together, we are building a more inclusive society, where assistive devices serve as pathways to independence and opportunity.

SOCIAL WORK

SUMMARY

The Social Work Department (SWD) journeyed with people with visual impairment from the onset of their referral to empowering them back to the society through case management and holistic approach in providing interventions that improve their quality of life (QOL). SWD continues to work closely with Singapore National Eye Centre (SNEC), public and private hospitals, as well as Social Service Agencies (SSA) to ensure that visually impaired clients received the assistances and services that they need. This year, SAVH also participated in the 28th Thailand Association of the Blind Convention, alongside other associations from ASEAN countries, to learn best practices and discuss the development of disability inclusiveness for people with visual impairments.

KEY STATISTICS

Category	Result
Clients reached	2321
Clients served	1235
Financial assistance	170

PROGRAMMES HIGHLIGHTS

1. Vision Rehabilitation Programme (VRP)

The Vision Rehabilitation Programme is a collaboration between the SWD and the Orientation & Mobility Department (OMD), designed to support visually impaired clients through social work interventions and orientation and mobility training. Social workers assist clients in identifying their needs and goals, while helping to strengthen their support systems by connecting them to relevant services and assistance. Orientation and mobility specialists build clients' confidence by equipping them with skills such as Basic Cane Techniques (BCT), Independent Indoor Travel Techniques (IITT), Sighted Guide Techniques (SGT), and/or training for navigating specific routes. In FY2024, a total of 222 clients were referred to the programme, and orientation and mobility talks were conducted for 792 caregivers and members of the public.

2. Tan Chay Bing Education Fund

The Tan Chay Bing Foundation has been supporting students who are clients of SAVH with bursaries for over a decade. In FY2024, SAVH held its inaugural Tan Chay Bing Bursary Award Ceremony at Gardens by the Bay, in conjunction with the International White Cane Day celebration. Senior Parliamentary Secretary Mr Eric Chua was in attendance to present awards to the recipients. A total of $55,600 was disbursed to 32 visually impaired students in 2024. SAVH hopes to continue helping people with visual impairment to achieve their academic aspirations and excel in their studies.

3. Financial assistance

There are various financial assistances that SWD assists for clients with visual impairment depending on their needs, such as Low-Income Family Emergency (L.I.F.E.) application, SAVH subsidy, ATF/SMF for assistive device, and referral to external agencies. The L.I.F.E application is to provide temporary financial assistance to clients who are experiencing a sudden onset of crisis or challenges, and to help them get back on their feet. In FY2024, the social work department has assisted a total of 170 clients and families with financial assistance.

COMMUNITY PARTNERSHIP

1. Mount Alvernia Hospital (MAH)

Since 2022, SWD has collaborated with Mount Alvernia Hospital (MAH) to look into the healthcare needs of our visually impaired clients. MAH has been our valued partner in providing quality healthcare and dental services for the vulnerable and marginalised communities that have fallen through the cracks of the conventional safety net. Through this

partnership, MAH has provided yearly free health screening for the low-income clients who are unable to afford, as well as flu vaccinations. In 2024, MAH conducted free health screening and flu vaccinations to a total of 70 clients at SAVH. And to date, MAH has provided free dental services to more than 200 visually impaired clients on a fortnightly basis.

2. Food Ration Assistance

SWD has been providing food ration assistance to the needy families for more than a decade, to ensure that their basic needs are being met. In FY2024, SWD has collaboration with Food From The Heart (FFTH), to continue this food ration service and to widen the pool of families who would benefit from it. Currently, SWD is supporting more than 50 families in collaboration with FFTH and to deliver the food ration to their doorstep.

3. Standard Chartered Bank

Standard Chartered bank in partnership with Heartwarmers group has been providing financial assistance and food ration pack to needy clients of SAVH during festive seasons namely Chinese New Year and Hari Raya. In FY2024, SWD has nominated more than 200 visually impaired clients and they have received the assistance from them.

CLIENT STORIES

Story 1

John (name changed for privacy reasons) was referred to SAVH on 22 May 2019 with a diagnosis of Retinitis Pigmentosa. Before his condition worsened, John aspired to become an aircraft maintenance technician—his dream was to work with planes and witness them take flight. Unfortunately, as his vision deteriorated, that dream faded.

When John first came to SAVH, he was depressed and felt lost. After a thorough assessment, his social worker referred him to several programmes, including the Basic Cane Techniques Programme, the Vision Wellness Programme, and Job Placement. He later participated in other training sessions such as money management, Audio ATM, and Handphone training.

John recounted that starting over was immensely challenging. Learning from scratch, he faced each challenge step by step. At times, he was reluctant to even try, and life seemed to come to a standstill.

However, after a trying year, John successfully completed all the training courses planned for him. Today, he is more confident in using assistive devices from the SAVH Assistive Device Centre, and he has come a long way since first stepping through SAVH's doors. He has become more adaptable, approachable, and demonstrates stronger social skills when engaging with others.

John is now gainfully employed as a gym manager. He expressed to his social worker that he feels empowered with the skills and knowledge he has gained, and far more confident about facing the future. He credits the support from SAVH's staff and trainers for helping him regain his strength and optimism. John is deeply grateful for the guidance and opportunities he has received through SAVH.

Story 2

"I am deeply honoured to have the opportunity to share how the Tan Chay Bing Bursary has impacted my journey as a visually impaired student.

I come from a family of four, living in a three-room HDB flat. My parents both are working, and my younger brother is still schooling. While my parents work hard to support our family, finances have been a constant challenge, especially as I pursue my studies at NTU.

For me, one of the biggest challenges has been the financial burden of studying far from home. NTU is located in the west, while my home is in the east, which makes daily commuting exhausting and time-consuming. With the help of this bursary, I've been able to afford staying in the hall, saving precious time for study, revision, and assignments. It has also helped cover my increased living expenses, easing the financial strain on my parents, who are still supporting me.

This bursary has allowed me to focus on my academic goals. I am currently pursuing a degree in Chinese Studies, with a plan to take on a second major in psychology. My dream is to achieve first-class honours and to eventually secure a stable job, not only to support my parents as they near retirement but also to become independent, and in the future, contribute to the society that has supported me.

To those with disabilities, I just want to say: you are never alone. There is always help out there, but we must be brave enough to reach out. Stay positive, stay courageous. Though our journeys are challenging, but 一切都是最好的安排——everything happens for a reason and for the best purpose. The obstacles we face today will become the medals of pride we wear tomorrow."
– Mary (name changed for privacy reasons)

ORIENTATION & MOBILITY

As part of the Vision Rehabilitation Programme funded by SG Enable and SAVH itself, the Orientation and Mobility (O&M) Department plays a vital role in helping individuals with vision loss regain their independence and confidence in daily life.

Our comprehensive training programmes are designed to equip clients with essential mobility and life skills. These include mastering the fundamentals of using a white cane, navigating safely within the home and public spaces, and learning familiar routes within their neighbourhoods and community. In addition, clients are guided through key activities of daily living such as preparing meals, sorting money, and other tasks that promote self-reliance.

By focusing on personalised, practical training, the O&M Department remains committed to enhancing the quality of life for our clients and supporting their journey toward greater independence and active participation in society.

In 2024, the O&M Department provided vital support to 137 clients, delivering over 850 hours of direct, individualised instruction aimed at enhancing independent mobility and daily living skills for persons with visual impairment.

Ang KC, 70

"Before I started using a white cane, I often bumped into people while walking. But after I started using it, I noticed that others were more aware of me and more understanding as they would give way and be more considerate.
As I received more O&M training, I became much more confident going out on my own. I can now identify obstacles (e.g. steps and kerbs) ahead of me and avoid them in time. The techniques I learned also help me cross the road more safely, like double-checking if the light has turned green by listening for the audible signal and feeling the vibration on the traffic button box."

"在我开始用白手杖之前，走路常常会不小心撞到人。但用了白手杖之后，我发现大家会比较注意我，也更体谅，常常会主动让路，态度也更友善。
后来我接受了更多的训练，出门的信心也提高了很多。现在我可以更早发现前面的障碍物，比如梯级或路缘，然后及时避开。我学到的一些技巧也让我过马路更安全，比如听语音提示、感受按钮盒的震动，来确认是不是绿灯。" –

"The cane techniques has really enabled me to detect obstacles. Hence, I am able to walk without tripping or knocking onto something. I have started to remember how to go from a place to another. I have realised that I can use my senses of hearing, touching, or even smelling to navigate around. The fact that I can walk outside by myself is really boosts my confidence. Thank you for the opportunity."

Vadamalar, 37

In addition to client-focused services, the department also prioritised capacity-building within the wider community. A total of 22 training courses were conducted, reaching more than 500 professionals, corporate personnel, and students. These sessions focused on equipping participants with the foundational skills and knowledge necessary to effectively assist and engage with individuals with visual impairment, thereby promoting greater awareness and inclusion across various sectors.

The O&M Department also played an active role in shaping a more accessible built environment in Singapore through strategic collaborations with the Building and Construction Authority (BCA) and the Land Transport Authority (LTA). Over the course of the year, the team contributed more than 30 hours of expert consultation, providing critical insights on accessibility features designed to enhance safety and mobility for individuals with visual impairment.

Notably, the department represented the interests of the visually impaired community in the development of the Code on Accessibility in the Built Environment 2025. This important regulatory framework, which all new buildings in Singapore will be required to comply with, reflects the collective effort to create a more inclusive society where physical spaces support the independence and dignity of all individuals.

The O&M Department also launched a collaborative certification programme in partnership with the Hong Kong Orientation and Mobility Specialist Association and the Ebenezer School and Home for the Visually Impaired. This initiative marked a significant milestone in regional capacity-building for vision rehabilitation services.

Trainees commenced their learning journey in Hong Kong, where they were introduced to core theoretical foundations and instructional methodologies. A key highlight of the programme was the practicum component conducted in Singapore, where trainees applied and refined their skills under close supervision within the local urban environment.

By the end of the year, three new O&M Specialists were successfully certified, contributing to the growth of a professionally trained workforce equipped to support the needs of individuals with visual impairment across the region.

Finally, the O&M Department introduced a new Train-the-Trainer course focused on Sighted Guiding Skills. This initiative was developed to equip managers, supervisors, and community leaders with the knowledge and practical tools to effectively train others in guiding individuals with visual impairment.

The course incorporates interactive methods such as role-playing scenarios and blindfold experiential exercises to deepen understanding and empathy, while enhancing participants' instructional capabilities. Organisations such as SMRT and Gardens by the Bay have actively participated in the programme, demonstrating a strong commitment to accessibility and inclusive service delivery.

DAY CARE CENTRE

EMPOWERING ELDERLY INDIVIDUALS WITH VISUAL IMPAIRMENT AT SAVH'S DAY CARE CENTRE

Elderly individuals with visual impairment (VI) face unique challenges that general elder care services often don't fully address. These challenges include an increased risk of falls and injuries due to mobility and spatial awareness issues, social isolation and reduced engagement stemming from difficulties with communication and accessing standard activities, difficulties with daily living activities that impact independence and potential emotional and psychological distress related to vision loss.

SAVH's Day Care Centre (DCC) provides a comprehensive and tailored approach to meet these needs. The DCC is designed for safety and ease of navigation and a clutter free layout. Our staff specialise in working with individuals with VI, providing skilled assistance with orientation, mobility, communication, and emotional support. We also offer a range of tailored programmes, including sensory stimulation, modified exercises, and activities of daily living training, all designed to promote engagement and well-being. Personalised care plans are developed to address each client's unique needs and goals.

This specialised care at SAVH's DCC delivers significant positive outcomes, enhancing the lives of our clients in ways that general services may not. Clients experience greater confidence and independence in movement, reducing the risk of falls and injuries. These programmes foster a sense of community, reducing isolation and promoting emotional health. Clients also maintain and develop essential skills, promoting greater participation in life.

The effectiveness of this approach is reflected in feedback from caregivers like Ms Geraldine Tan and her mum, who support their family member. She highlights several key aspects of the DCC that contribute to its positive impact. The DCC provides stimulating activities including cognitive games like riddles, which help to keep attendees mentally engaged. Staffing levels are excellent, ensuring that each attendee receives attentive care and is actively involved, rather than being left unattended. A wide variety of physical exercises and activities keeps the experience interesting and promotes physical well-being. Beyond the structured programs, the DCC fosters a strong sense of community, with friendly interactions and camaraderie among attendees. Finally, the DCC enriches the lives of its attendees through social and cultural experiences such as celebrating major festivals and organising outings to places like The Botanical Gardens.

In conclusion, SAVH's Day Care Centre provides essential, specialised care that significantly enhances the well being and independence of elderly individuals with visual impairment. We are committed to meeting their unique needs with expertise and compassion as demonstrated by the positive experiences of those we serve.

As of 31 March 2025, we have served a total of 78 clients, all of whom are aged 60 years and above, in our Day Care programme. We have arranged transportation for 31 clients based on their needs, while the remaining 47 clients travel independently to our centre.

Bird Paradise tour

Makan session at Bird Paradise

Walk at the Singapore Botanic Gardens

Mooncake making session

Student interaction

Student interaction

Visitors blessing our elderly with goodie bags

BRAILLE PRODUCTION CENTRE

EMPOWERING VISUALLY IMPAIRED INDIVIDUALS THROUGH ACCESSIBLE RESOURCES

The Braille Production Centre (BPC) plays a vital role in promoting accessibility and inclusivity for the visually impaired community. Our primary objective is to convert text-based resources into Braille and other accessible formats, providing SAVH clients with equal opportunities for education and personal growth.

KEY ACHIEVEMENTS IN FY2024

513
Requests

Accessible Materials: We received 513 requests from SAVH clients, visually impaired students, and external agencies, resulting in the production of 22,598 sheets of Braille text, tactile diagrams, namecards, and dot pattern.

9,600
Braille Name Cards

Braille Namecards: We embossed 9,600 pieces of namecards with Braille names and phone numbers using the trusted Perkins Brailler.

29,000 S$
Revenue

Revenue Generation: We generated an estimated income of S$29,000, while the National Council of Social Service provided partial funding for our operating costs.

Vision of Inclusion Day | INCLUSIVE FEST
Participated in several outreach programmes

Outreach and Awareness: We participated in several outreach programmes, including the NUS Inclusive Fest and Vision of Inclusion Day, to promote public awareness and encourage Braille literacy.

420
Training Hours

Braille Training: We offered Unified English Braille (UEB) Grade 1 courses to 70 clients, providing 420 training hours. This course empowers individuals to acquire Braille skills, enhancing their independence and quality of life.

OUR IMPACT

The Braille Production Centre's work has a profound impact on the lives of visually impaired individuals, enabling them to access education, employment, and social opportunities. Our commitment to providing accessible resources and promoting Braille literacy remains essential in an aging society, where learning never ceases.

LEARNING JOURNEY

Mr Lai Kai Ming
Currently serving as a pastor at Barker Road Methodist Church

"My journey in SAVH learning braille has helped me greatly in coping with vision loss. It has prepared me to face the future with confidence rather than despair. The opportunity to learn a new language in my 50s has gifted me with a new hobby that keeps my brain active and resilient. Perhaps the most valuable takeaway was to witness what it means to be blind and yet thrive through the life of my braille instructor. For him, the loss of vision has not stopped him from being independent, joyful, and a blessing to others. In short, I was inspired and encouraged by my 24 weeks spent with Mr Tan (SAVH staff), despite my uncertain future. For all the above, I am deeply grateful."

LOOKING AHEAD

We aim to inspire more motivated learners to enroll in our UEB Grade 1 course, empowering them to acquire Braille skills and improve their quality of life. By continuing to provide accessible resources and promoting Braille literacy, we strive to create a more inclusive and supportive environment for the visually impaired community.

Clients who are keen to learn Unified English Braille (UEB) Grade 1 may apply with their social workers at no charge for 1 entry per client. This entry level course is suitable for beginners as well as Adult Blind Clients to help them cope with visual impairment at a later stage in life.

HELPING THE VISUALLY HANDICAPPED HELP THEMSELVES

LIBRARY SERVICES

INTRODUCTION

The SAVH Library Services Centre (LSC) was established on 1978 and is dedicated to meeting the information needs of the blind and visually impaired in Singapore who are registered as clients with the Association. In the year under review, LSC served 305 members with a total of 7075 loans. All of these were made possible by our enthusiastic and energetic visually impaired librarian, supported by a pool of dedicated long-serving volunteers who assisted with the ongoing production of our ever-popular InfoMAG and Chinese Monthly audio magazine.
Their efforts, combined with our digitalisation endeavours, have not only helped to manage cost but also enhance the sustainability of our services.

We have identified several key performance indicators (KPIs) that are critical to our mission of providing accessible reading materials and services to our clients. These KPIs include:

Resources:

The SAVH LSC aims to enhance the resources available to our clients by refreshing our IT devices and expanding our pool of volunteers. This will enable us to embark on digitisation projects. By achieving these goals, we hope to improve our services and make them more accessible to our clients.

Services and digitalisation:

We strive to provide a wide range of services to our clients, and our aim is to expand our customer base and provide them with a wider range of book titles.

We are committed to making our library materials more accessible to our clients and are therefore digitalising our inventory and converting our audiobooks to MP3. This will enable our clients to access reading material from the comfort of their own homes and allow them to access our reading inventory online.

Communication and publications:

We believe in the importance of spreading the word about our library services, and our goal is to introduce SAVH LSC to a wider community. By doing so, we hope to increase awareness of our services and welcome volunteers who are passionate to join us and together we make a positive impact in the community.
Now that we have highlighted our key performance indicators, let's take a look at some of the projects we have accomplished that have helped us meet these targets.

ACCOMPLISHED PROJECTS

In the year under review, the Library Services Centre successfully loaned audio books, Braille books and the library produced two locally recorded programmes, namely the English News InfoMAG and a monthly Chinese Digest. Members were able to access these podcasts via Dropbox or have them downloaded onto thumb drives and had them mail directly to their homes.

ONGOING INITIATIVES

The LSC is currently digitalising our audio materials to future-proof our inventory.

The SAVH library has received a donation of 20,000 audiobooks from the National Library Board (NLB), which the library plan to convert them into MP3 format and stored in the SAVH central depository to make them accessible to visually handicapped beneficiaries. CDs are outdated technology, and many beneficiaries may not have a CD player to use. Converting to MP3 allows them to easily listen to the audiobooks on their computer or portable devices. Additionally, MP3 files can be easily stored and transferred via small and convenient thumb drives, making them much more practical than CDs.

We hope this would encourage members to update their IT skills in the long term and move towards a more digitalised society.

The SAVH Library has successfully relocated to a new, ground-level facility, enhancing accessibility for our clients. This strategic move has enabled us to better serve our visually impaired community.

ENHANCED RESOURCES AND SERVICES

The new library features VI friendly technology, including a Desktop CCTV and a PC with voice-over capabilities, empowering clients to access information with greater ease.

FUTURE PLANS

The LSC is committed to continuing its collaboration with the National Library Board (NLB) and the Accessible Books Consortium (ABC Global Book Service) to offer our clients an even wider selection of book titles.

We are in talks with the SAVH Day DCC to establish a Library corner at their centre, which would allow DCC clients to listen to our audio materials directly on-site and help us expand our customer base.

Finally, we are exploring the development of a new cloud-based library management system to enhance our operational efficiency, record-keeping, and member experience. This digitisation initiative would allow our members to conveniently acquire and reserve materials from the comfort of their own homes.

PROGRAMME IMPACT HIGHLIGHTS

Two notable examples that demonstrate the positive impact of our programmes in our client's lives:

Case Study 1
Access to Sports Information

A client who faced challenges staying updated on English Premier League (EPL) results benefitted from our InfoMag programme. Volunteers provided personalised audio readings, enabling the client to access EPL updates with ease. This initiative significantly improved the client's quality of life and showcase the effectiveness of our services.

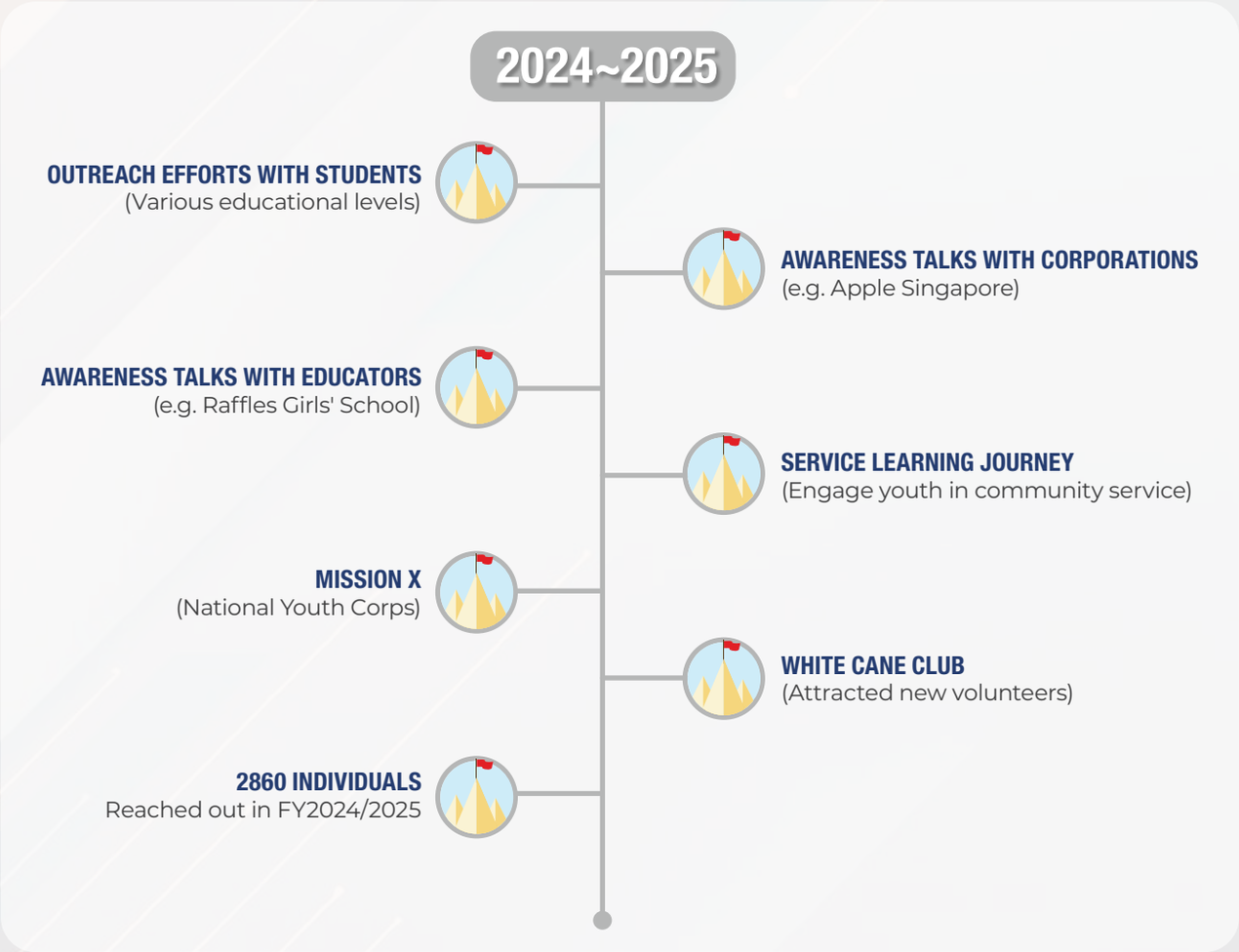
Case Study 2
Empowering Dual-Sensory Impairment

Another client, who is both blind and hearing impaired, has benefitted from our extensive braille book collection at the library. This resource has enabled the client to engage with knowledge and excitement, enriching their daily life.

CONCLUSION

The SAVH LSC remains committed to its mission of providing information and resources to the blind and visually impaired in Singapore. We are excited about the ongoing and future initiatives that will allow us to expand our reach and provide even more services to our clients. With the support of our dedicated staff and volunteers, we are confident that we can continue to make a positive impact on the lives of those we serve.

ACCESSIBILITY SERVICES



In April 2024, SG Enable funded three accessibility service programmes: Braille Production Centre, Library Services and Advocacy.
The aim of the Advocacy team at SAVH is to raise awareness of the issues and needs of the blindness community, particularly among the younger generation of Singaporeans. Through these efforts, we strive to build a more inclusive society for individuals with visual impairments.

IMPACT

Over the past two years, the SAVH Advocacy team has successfully engaged with students from various educational levels, including Kindergarten, Primary, Secondary, Polytechnics, and Universities. These outreach efforts have focused on educating the younger generation about visual impairment and fostering empathy and understanding.
In addition to educational outreach, awareness talks have been conducted with corporations such as Apple Singapore and with educators from Raffles Girls' School (RGS). These initiatives help spread awareness in both the corporate and educational sectors, encouraging broader support for the visually impaired community.

Since 2023 the Advocacy team has been actively involved in running programmes like the "Service Learning Journey" and Mission X for the National Youth Corps. These programmes are designed to engage youth in community service and provide them with meaningful learning experiences about the challenges faced by the visually impaired.
As a result of these various awareness efforts, the SAVH Advocacy team has successfully attracted new volunteers who are dedicated to supporting our cause and contributing to our activities of the White Cane Club.

MOVING FORWARD

For FY2024/2025 we have reached out to 2860 people.
The SAVH Advocacy team is committed to building on our success. We will continue expanding our outreach to more schools, youth groups, and corporate partners to raise awareness of visual impairment.

"Thank you Ms Lyn (SAVH staff) you have really enriched our experience and made this session memorable for them. The children now know a lot more about helping blind people and how to help them when they see them."

Madam Nur Aishah Mahmod
Kindergarten Educator
MOE Angsana Kindergarten
Date of event : 27 March 2024

85.7%
ability of the Advocacy team to communicate with the students.

96.4%
environment and facilities at SAVH are conducive for learning

National Youth Corp (NYC)
Feedback from students from the "Service Learning Journey" programme
Date of event : 24 June 2024

WHITE CANE CLUB

The White Cane Club (WCC) has organised various ad hoc activities to engage its members, including monthly or bi-monthly VI Sensory Tours at Gardens by the Bay, Guitar lessons, Zumba and BJJ (Brazilian Jiu-Jitsu) sessions. These activities promote social interaction, physical wellness, and personal development throughout the year.

WCC has organised various ad hoc activities in collaboration with corporations and Institutions of Higher Learning (IHL) to engage the community in fun and enriching experiences. Notable activities include a cycling and picnic outing at East Coast Park with Bank of America, a bowling event with Santen, and a classical music concert with Resound Collectives.

IMPACT

Activities organised by the White Cane Club have significantly improved the quality of life for people with vision impairment in several ways. Firstly, its social events and peer support groups help reduce feelings of isolation, promote inclusion, and strengthen emotional well-being. Secondly, promoting Independence and Mobility: This increases their ability to travel independently when participating in WCC activities, reducing reliance on others and improving self-esteem.
Since its inception, the Club has supported 2,031 clients through both recurring and ad hoc activities in the FY2024/2025. Notably, over 800 of these were new clients, reflecting the Club's growing outreach and the increasing need for community-based support and social integration.

TESTIMONIALS

Building Construction Authority (BCA) and WCC activity on 21 August 2024.

"Thanks to the volunteers who came down to the White Cane Club and played Showdown with me. I sweated it out. I needed the exercise!"

William Ngu
(Client)

Wilson Tang
(Client)

" I was very happy to have an opportunity to play Scrabble though I am not good at it. I want to thank the BCA volunteer for being patient with me when I played Scrabble. Also, thanks to the BCA volunteer to help us to select songs during the Karaoke session. I love singing."

MOVING FORWARD

The White Cane Club aims to expand its outreach by introducing more diverse and inclusive activities, strengthening partnerships with corporate and educational institutions, and increasing volunteer engagement. We will also focus on gathering feedback from clients to continuously improve programme offerings and ensure they meet evolving needs.

SKILLS DEVELOPMENT PROGRAMME

OVERVIEW OF SDP:

The Skills Development Programme (SDP) at SAVH is dedicated to empowering and equipping clients with skills to help them to be independent in their daily living. SDP aims to foster technological independence and accessibility awareness among its clients through enhanced digital literacy, enabling them to confidently integrate technology into their daily lives.

Throughout the period from April 2024 to March 2025, SDP has consistently conducted personalised one-to-one training sessions tailored to clients' needs, guiding them in mastering essential skills on smartphones and computers through specialised accessibility and assistive technologies. To further accommodate clients with advanced skill levels, SDP introduced targeted short courses focusing on popular social media and communication platforms such as YouTube, Facebook, and WhatsApp, enhancing clients' social inclusion and digital participation.

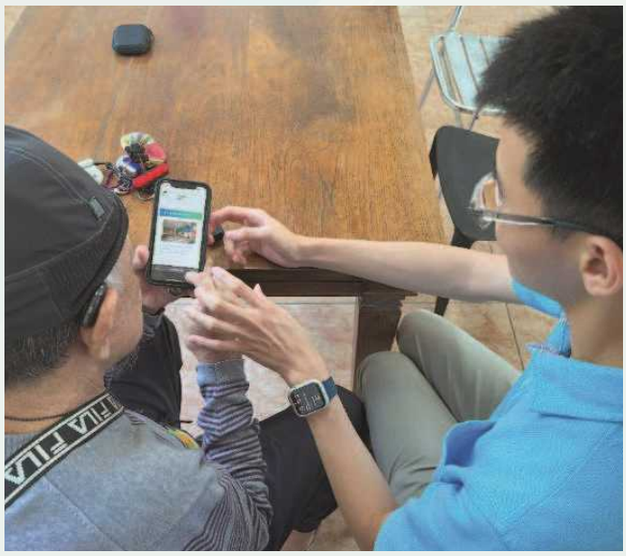
Recognising the importance of community support and practical learning, SDP also initiated comprehensive volunteer training programs for students from various schools. These volunteers assist clients during group courses by providing personalised guidance, maintaining a favourable ratio of one volunteer to every two clients. This significantly enhances the clients' hands-on learning experience.

SDP STATISTICS

The table below shows the number of clients that we have helped to adopt technology in their daily lives and the number of different workshops or courses that we have conducted.

Total of number of clients impacted	**172**
Total number of training sessions conducted	**505**
Total number of workshops	**17**

WHAT DID SDP DO THIS YEAR?



SDP provides two key training programmes: One-to-One Training and Workshops/Short Courses. Our primary emphasis is on personalised one-to-one sessions, designed to teach clients fundamental smartphone usage through accessibility features, particularly screen readers that assist visually impaired users by reading on-screen content. Over the past year, we have empowered 172 clients by equipping them with digital skills, significantly enhancing their ability to use technology effectively in daily life.

In addition, we collaborated with external organisations such as Esse Pi and Guide Dogs Singapore to expand our training offerings through specialised workshops and courses.

Some of the workshops and courses that we conducted were as follows:

1) Introductory Courses:

Introduction To Accessibility Features On Android

- This short course, spanning three to four sessions, is designed for small groups and introduces participants to essential smartphone accessibility features. The objective is to ensure that each client, irrespective of their level of visual impairment, gain confidence and independence in using their devices effectively.

Empowering Elderlies with Technology:

- Conducted at our Day Care Centre, this programme focuses on transitioning elderly clients from traditional button phones to smartphones. Participants learn foundational skills, including basic navigation, enabling them to embrace new technology comfortably and confidently.

Accessibility & Assistive Technology and Assistive Technology showcase:

- In collaboration with Guide Dogs Singapore, this interactive showcase highlights a wide range of accessibility features and assistive technologies available. The goal is to inform clients about potential solutions and encourage further participation in detailed one-to-one training sessions.

2) Intermediate to Advanced Courses

Digital Banking Short Courses

- This practical course guides clients in navigating essential banking services via POSB and DBS Paylah apps, enabling independent financial management.

Whatsapp fundamentals in both English and Mandarin

- Clients learn basic WhatsApp functionalities such as making calls, messaging, and attaching documents, significantly enhancing their communication capabilities.

Introduction to Facebook

- Participants gain skills in engaging with Facebook, including viewing content, interacting through likes and comments, and creating posts to share personal experiences and stories.

Introduction to Generative AI

- Developed in collaboration with Esse Pi, this introductory workshop familiarises clients with generative AI tools such as Meta AI and the "Be My AI" feature from the Be My Eyes app. The course introduces practical ways for clients to incorporate AI into their daily tasks, including using these applications to identify their surroundings and receive descriptions of visual content.

Empower Through The Use of AI:

- This course equips clients with practical skills in using apps such as Seeing AI and Be My Eyes to independently manage daily tasks that typically require sighted assistance, including document reading and product identification.

SDP also places a strong emphasis on volunteer training. We have conducted comprehensive induction programmes for student volunteers from Nanyang Junior College (NYJC), Nanyang Technological University's Lee Kong Chian School of Medicine, and Hwa Chong Institution, as well as trained up to 20 adult volunteers. These volunteers play a crucial role in enhancing our clients' learning experiences, furthering our mission to promote technological inclusivity and independence.

Furthermore, we gathered feedback from 124 participants following the conclusion of the training programme. The results are presented below:

No	13
Yes	111
Total	124

Very Satisfied	40
Satisfied	54
Neutral	26
Dissatisfied	1
Very Dissatisfied	3

PUBLIC RELATIONS

OVERVIEW AND KEY HIGHLIGHTS

New tour allows the visually impaired to experience Gardens by the Bay through touch

The Public Relations (PR) Department at SAVH focused on enhancing public awareness, stakeholder engagement for the visually impaired community during FY2024/2025. This was achieved through strategic communication, content development, and public education. The department secured media coverage in eight major outlets, managed 12 media queries, and coordinated three live interviews featuring clients and staff. Digital outreach included 42 pieces of content that reached over 75,000 viewers, and four quarterly e-newsletters. Major campaigns included the World Braille Day "LEARN" Campaign, Cycle for Sight, and the White Cane Day Festival 2025, reaching over 120,000 people combined. The department also established PR partnerships with 12 corporate and community entities and represented SAVH at five major public events.

In terms of social media, Facebook remained the strongest platform with an average of 4,182 followers, a reach of 10,262 per post, and an 8% engagement rate. Instagram saw steady growth but with lower engagement compared to Facebook. The PR team identified a need for more interactive content and community-driven sharing. Traditional media presence was limited, with only one major media mention, signaling the need for stronger media engagement in the coming year. The department plans to refresh SAVH's corporate video, develop an integrated content calendar, and strengthen community storytelling through social media platforms.

INTERNAL COMMUNICATION, CHALLENGES, AND FUTURE PLANS

The PR Department also focused on internal communication, the standardisation of press release workflows, and a 30% reduction in response times. They drafted 25 official statements and speeches for the Executive Director and EXCO and created a Media Consent & Usage Policy, aligning with PDPA guidelines. Despite these achievements, challenges included limited staffing, outdated visual assets, and a lack of in-house production equipment, which impacted timelines and budgets. Moving forward, the department aims to enhance media engagement, optimise social media strategies, and improve the visibility of SAVH's impact on the visually impaired community. Future goals include launching a refreshed corporate video, strengthening media relations, and expanding community-focused storytelling.

OVERVIEW AND KEY HIGHLIGHTS

MEDIA RELATIONS

8
Major Media Mentions
(CNA, Berita Harian, The Straits Times)

DIGITAL OUTREACH

42 *(Pieces)*

75,000 *(Viewers Reached)*

Digital Content Created

SOCIAL MEDIA (FACEBOOK)

4,182 Followers

10,262 Average Post Reach

8% Engagement Rate

SOCIAL MEDIA (INSTAGRAM)

1,419 Followers

1,106 Average Impressions

PUBLIC CAMPAIGNS

20,000+ Reached

World Braille Day "LEARN"

400+ Sign-ups

100,000+ Reached

Cycle for Sight

1,200+ participants

White Cane Day Festival

CORPORATE AND COMMUNITY PARTNERS

12 partners

Collaborative Opportunities

INTERNAL COMMUNICATION

25 Official Statements Drafted

30% Response Time Improvement

FUNDRAISING

$ 1,102,872
FUNDS RAISED

$ 1,085,721
GENERAL DONATION

1,728
VOLUNTEERS ENGAGED

The Fundraising Department at SAVH has had a transformative year, marked by impactful events, community engagement, and generous support from partners and the public. Through flagship initiatives like International White Cane Day, World Braille Day, and the Lift Me Up Musical Matinee, SAVH not only raised essential funds but also brought heightened awareness to the challenges and capabilities of the visually impaired community. These events served as platforms for empowerment, inclusivity, and advocacy, underscoring SAVH's unwavering commitment to supporting individuals with visual impairments through rehabilitation, training, and community-based activities. Each campaign and celebration reflected a shared vision of accessibility, dignity, and opportunity for all.

SAVH INTERNATIONAL WHITE CANE DAY CELEBRATION

The SAVH International White Cane Day (IWCD) 2024 was held on Sunday, 13 October 2024, from 10:00 AM to 4:30 PM at the SG50 Lattice in Gardens by the Bay. The event was specially organised for SAVH-registered visually impaired clients, providing them with a dedicated and inclusive space to celebrate the occasion.

This annual celebration provided a platform for visually impaired individuals to come together, fostering a sense of community and empowerment. The event featured various activities designed to promote inclusivity and highlight the importance of the white cane as a symbol of independence.

KEY OUTCOMES OF IWCD 2024

1. **Community Engagement and Empowerment:** The celebration provided a platform for visually impaired individuals to come together, fostering a sense of community and empowerment. Such gatherings help in building confidence and promoting social inclusion among participants.
2. **Raising Public Awareness:** By organising a public event, SAVH aimed to raise awareness about the challenges faced by the visually impaired community. This initiative contributes to educating the public and promoting a more inclusive society.
3. **Showcasing Abilities and Services:** The event likely featured displays and demonstrations of the skills and services offered by SAVH, such as the Touch Art Programme and the Mobile Massage Team. These showcases help in highlighting the capabilities of visually impaired individuals and the support services available to them.
4. **Fundraising Success:** As part of the IWCD 2024 campaign, SAVH raised approximately $130,000 to support its programmes and services. This fundraising achievement reflects the strong support and generosity of the community and partners, further enabling SAVH to continue its mission of empowering individuals with visual impairments through rehabilitation, training, and meaningful engagement.

LOOKING AHEAD

The IWCD 2024 celebration underscores the importance of community support and awareness in enhancing the lives of visually impaired individuals. SAVH continues to advocate for inclusivity and independence for the visually handicapped community through various programmes and events.

SAVH'S WORLD BRAILLE DAY 2025 INITIATIVES

The SAVH World Braille Day 2025 celebration took place on Saturday, 4 January 2025, aligning with the global observance of World Braille Day. This annual event commemorates the birth of Louis Braille, the inventor of the Braille writing system, and underscores the importance of Braille in empowering visually impaired individuals through literacy and independence.

SAVH marked this occasion with several key activities:

- **Fundraising Campaign:** SAVH launched a virtual donation campaign to support the Vision Rehabilitation Programme, which provides essential services such as Braille lessons, transcription of print materials into Braille, production of tactile diagrams and Braille signages, and more.
- **Community Engagement:** SAVH organised events to engage the public and raise awareness about the importance of Braille literacy. These initiatives aimed to foster a deeper understanding of the challenges faced by the visually impaired community and the role of Braille in promoting independence and inclusion.

For World Braille Day 2025, SAVH partnered with Punggol Regional Library to host engaging workshops that celebrated Louis Braille's legacy and promoted literacy and inclusion for the visually impaired community.

The World Braille Day 2025 workshops were held on Saturday, 4 January 2025, at the Punggol Regional Library, specifically in the Stories Come Alive Room on Level 1. Two sessions were conducted: one for adults from 10:30 AM to 11:30 AM, and another for children from 1:00 PM to 2:00 PM. The event was jointly organised by SAVH and GoLibrary, a programme by the National Library Board, Singapore.

WORKSHOPS OVERVIEW

1. Introduction to Braille (Adults)

This session provided participants with an understanding of Braille, its significance, and how it empowers individuals with vision impairment. Activities included:

- A brief introduction and sharing stories about Braille and its global impact
- An explanation of Braille as a tactile writing system with an interactive demonstration
- A hands-on activity where participants created their names in Braille using raised-dot stickers and templates
- A sharing session with a visually impaired guest speaker discussing Braille and a Q&A session

2. Braille for Kids

This session introduced Braille to children in an engaging and playful way, fostering empathy and curiosity. Activities included:

- An icebreaker game called "What's in the Mystery Box?"
- Storytelling with Braille, where a facilitator read a short story with Braille text while kids followed along with tactile storybooks
- Games and activities like Braille Bingo and Create-a-Word, where kids used raised-dot stickers to form simple Braille words
- An interactive session with a visually impaired guest and a Q&A session

COMMUNITY COLLABORATION

This event marked the first time SAVH celebrated World Braille Day outside its premises, and the collaboration with Punggol Library and the Society for Reading and Literacy (SRL) was instrumental in its success. The community's strong support for Braille and the visually impaired community was evident, and SAVH expressed heartfelt thanks to all involved for making the event meaningful and impactful.

KEY IMPACTS OF THE EVENT

1. Raising Awareness and Advocacy

The event served as a platform to raise public awareness about the importance of Braille as a fundamental means of communication for blind and partially sighted individuals. It underscored the necessity of Braille literacy in ensuring equal access to information and opportunities.

2. Supporting the Vision Rehabilitation Programme

A key component of the celebration was its fundraising initiative in support of SAVH's Vision Rehabilitation Programme, which offers essential services such as Braille instruction, mobility training, and the provision of assistive devices. Through generous contributions from the public and partners, the event successfully raised approximately $70,000, enabling continued support for programmes that promote independence and self-reliance among the visually impaired.

3. Promoting Inclusivity and Empowerment

By commemorating World Braille Day, SAVH emphasised the importance of inclusivity and the empowerment of visually impaired individuals. This event highlighted the organisation's commitment to fostering self-reliance and integration into mainstream society for its beneficiaries.

BROADER IMPACT ON THE COMMUNITY

The celebration of World Braille Day 2024 contributed to:

- **Enhancing Public Understanding:** It provided an opportunity for the public to learn about the challenges faced by the visually impaired community and the role of Braille in overcoming these challenges.
- **Encouraging Support and Engagement:** The fundraising efforts encouraged community involvement and support for initiatives that benefit visually impaired individuals.
- **Strengthening Community Connections:** The event fostered a sense of solidarity and community among participants, volunteers, and supporters, reinforcing the collective commitment to inclusivity.

LIFT ME UP MUSICAL MATINEE 2024

The Lift Me Up Musical Matinee 2024 was a fundraising concert organised by SAVH in collaboration with the Singapore Chinese Orchestra (SCO). Held on Wednesday, 26 June 2024, from 3:00 PM to 5:00 PM at The Ngee Ann Kongsi Auditorium at National Gallery Singapore, the event aimed to support the SAVH DIGNITY Fund.

EVENT HIGHLIGHTS

- **Musical Performance:** The concert featured a curated musical programme performed by the Singapore Chinese Orchestra, offering an enriching cultural experience.
- **Fundraising Purpose:** Proceeds from the event were directed towards the DIGNITY Fund, which supports essential services for seniors with vision loss, helping them maintain independence and quality of life.
- **Audience Engagement:** The event provided an opportunity for the visually impaired community to experience live music, fostering inclusivity and appreciation for the arts.

SUPPORT AND DONATIONS

The Lift Me Up Musical Matinee 2024 exemplified the harmonious blend of culture and philanthropy, highlighting the importance of community support in enhancing the lives of the visually impaired. SAVH actively encouraged sponsors and donors who are passionate about the performing arts to contribute to the event, which successfully raised approximately $32,000. These funds were used to sponsor visually impaired clients to attend the concert and to support the DIGNITY Fund, which provides essential services for seniors with vision loss. The event not only showcased the power of music to uplift but also underscored the impact of collective generosity in promoting dignity, inclusion, and independence.

SAVH'S INVOLVEMENT IN THE PURPLE PARADE 2024

The SAVH actively participated in The Purple Parade 2024, Singapore's largest inclusive movement celebrating the abilities of persons with disabilities. Held on Saturday, 12 October 2024, at the Fountain of Wealth in Suntec City, the event attracted over 15,000 participants and more than 200 organisational partners from various sectors.
SAVH contributed to the event in the following ways:

- **Participation in the Carnival:** SAVH set up a booth at the carnival, offering products and services such as the Mobile Massage Team and items from the Touch Art Programme. These initiatives provide employment opportunities for visually impaired individuals and showcase their talents
- **Support for the Disability Community:** SAVH was one of the over 200 partners supporting The Purple Parade, contributing to the movement's goal of advocating for inclusion and celebrating the abilities of persons with disabilities

EVENT HIGHLIGHTS

- **Contingent March:** Over 9,000 participants marched in the contingent, representing various organisations and communities, including SAVH.
- **Concert Performances:** The event featured 40 concert performances, showcasing the talents of individuals with disabilities and promoting inclusivity in the arts.
- **Volunteer Engagement:** Approximately 1,300 volunteers participated in the event, supporting various activities and ensuring its success.
- **Interactive Booths:** The carnival included 46 booths operated by partners like SAVH, offering products and services that highlight the skills and abilities of persons with disabilities.

IMPACT OF SAVH'S PARTICIPATION

SAVH's involvement in The Purple Parade 2024 helped:

- **Raise Awareness:** By showcasing the talents and services of visually impaired individuals, SAVH contributed to greater public understanding and appreciation of the visually handicapped community.
- **Promote Inclusion:** Participation in the parade and carnival emphasised the importance of creating an inclusive society where individuals of all abilities are valued and supported.
- **Support Employment Opportunities:** Through initiatives like the Mobile Massage Team and Touch Art Programme, SAVH provided platforms for visually impaired individuals to gain employment and demonstrate their skills.
- **Share of Gift:** As a gesture of appreciation, the Purple Parade Organising Committee presented a 'Share of Gift' to all participating partners in the disability sector. This gift, amounting to $3,203.95 per organisation, was made possible through the proceeds and donations raised during The Purple Parade 2024.

SAVH remains committed to advocating for the rights and inclusion of visually impaired individuals in Singapore. Their participation in events like The Purple Parade 2024 underscores the collective effort needed to build a more inclusive society.

SAVH FLAG DAY 2025

The SAVH Flag Day 2025 took place on Saturday, 1 March 2025, from 9:00 AM to 5:00 PM. This annual event was organised to raise funds and awareness for essential services supporting the visually impaired community.

EVENT HIGHLIGHTS

- **Volunteer Participation:** Over 100 flag sellers, 10 logistics assistants, and six transport drivers volunteered across various locations, including Woodlands, Yishun, Ang Mo Kio, Bishan, Toa Payoh, and Tampines.
- **Buddy System:** SAVH adopted the buddy system, pairing sighted volunteers with visually impaired clients to enhance the experience and foster inclusivity.
- **Fundraising Campaign:** Leading up to Flag Day, the SERVICE campaign ran from 16 February to 7 April 2025, focusing on sustaining essential services such as rehabilitation, mobility training, and assistive devices.

COMMUNITY IMPACT

The **SAVH Flag Day 2025**, held on 1 March 2025, successfully raised approximately $38,000 on the day itself through the collective efforts of visually impaired clients, dedicated volunteers, and generous community support. In the weeks that followed, donations continued to pour in, with individuals and organisations pledging their support toward the cause. By the end of the campaign period, the total amount raised had grown to nearly $170,000, reflecting strong public solidarity with SAVH's mission to empower the visually impaired community in Singapore.

SAVH expressed heartfelt gratitude to all volunteers and donors for their unwavering support, emphasising that every contribution, regardless of size, plays a crucial role in empowering the visually impaired community. The funds raised directly supported programmes that promote independence and quality of life for individuals with visual impairments.

CLOSING REMARKS

The successes achieved this year by the Fundraising Department are a testament to the collective goodwill and community spirit that drive SAVH's mission forward. The generosity of our donors, the dedication of our volunteers, and the unwavering support of our partners have enabled us to extend vital services and enhance the quality of life for the visually impaired community.

Looking ahead, we are committed to building on these accomplishments through a structured and forward-looking approach. A five-year fundraising plan is being developed to provide strategic direction, sustainability, and growth in our fundraising efforts. This roadmap will focus on diversifying income streams, strengthening donor engagement, and scaling community outreach to ensure long-term impact.

As a key milestone in this plan, we are also preparing for a grand fundraising initiative in celebration of SAVH's 75th Anniversary. This will include a commemorative Anniversary Dinner and the launch of the "Courage Walk," both envisioned as flagship events to raise significant support, deepen community connection, and spotlight the inspiring journeys of our clients.

Through continued advocacy, meaningful engagement, and the strength of community support, we will continue to illuminate the path towards inclusivity, independence, and empowerment for the visually impaired in Singapore.

VOLUNTEER MANAGEMENT

The Volunteer Management Department at SAVH has made significant strides in community engagement and volunteer empowerment throughout the 2024/2025 fiscal year. Our strategic focus on enhancing volunteer experiences and expanding outreach initiatives has resulted in a marked increase in volunteer participation and deeper community connections. This year, we onboarded **almost 100 new volunteers**, reflecting a strong growth compared to the previous year. These volunteers contributed and supported a wide range of programmes including Orientation & Mobility Training, Touch Art workshops, and community outreach activities. Their dedication and commitment have been instrumental in ensuring our clients receive consistent and compassionate support.

Flag Day

In alignment with NCSS's Volunteer Management guidelines, we introduced structured training sessions aimed at equipping our volunteers with essential skills for engaging with the visually impaired community. Workshops focused on Disability Etiquette, Sighted Guide Techniques, and Assistive Technology Usage were well-received, enhancing the quality of support provided to our clients. Furthermore, our revamped volunteer appreciation programme saw increased recognition of outstanding volunteers through awards and public acknowledgments, strengthening their sense of purpose and commitment. Collaborative partnerships with institutions such as NUS Ophthalmology Clinical Student Interest Group and corporate partners have also amplified our volunteer base, allowing us to meet growing demands for community assistance.

Looking forward, the Volunteer Management Department is committed to further expanding our volunteer network by strengthening partnerships with educational

LEARN Campaign

institutions and corporate entities. We aim to enhance our digital volunteer platform for streamlined registration and activity tracking, making it easier for volunteers to engage and contribute. Our goal for the upcoming year is to increase volunteer hours by 20% and expand community programmes that focus on skills development for the visually impaired. Together with our dedicated volunteers, we remain steadfast in our mission to empower the visually impaired and build an inclusive community where everyone is valued and supported.

The Purple Parade

DINING IN THE DARK

Financial Year 2024-20225

Guests	2,069
Beneficiary Income	$23,798.00

The Dining in the Dark experience offered by SAVH Social Enterprise is a unique way for sighted individuals to experience the lives of visually impaired individuals.
Dining in the Dark's pitch-black rooms were opened in 2002 and it still operates with the help of 10 visually impaired servers and kitchen helpers. Served a total of 2,069 guests indoors and outdoors, and the Beneficiary Income is $23,798.00 for the Financial Year 2024-2025.

BNP Paribas

"A Big Thank You for making our Bank's Marketing Associate Day celebration so special. You gave us a clear introduction and better understanding of your Association and the team's work. It was indeed inspiring for many of us.
The blindfolded dining experience was a first for many of us and we were guided with so much care and warmth. Our colleagues truly enjoyed the activities organised which included drawing portraits of each other and also celebrating our March babies' birthdays all while being blind folded. The evening ended with some of us sharing our take aways from the evening which made the overall event a truly personal and unique experience.
The Dine in the Dark experience was fun and well organised. Your team was lively and full of positive energy. It was a night of laughter and lasting memories for us.
We really appreciate your effort and thanks again for being part of our celebration!"

Tidewater Offshore Operations Pte Ltd

"Tidewater Offshore Operations Pte Ltd is proud to collaborate once again with our long-term community partner, SAVH, by incorporating their signature 'Dining in the Dark' experience into our team bonding initiative.
This unique event emphasised the importance of sight and reinforced our commitment to safety — both in and beyond the workplace. Before the lunch, our crew and shore-based personnel took part in an engaging activity that involved navigating their surroundings blindfolded and using a walking cane, simulating the experience of visual impairment. This safety-centric exercise allowed participants to step into the shoes of the visually impaired, fostering empathy and sharpening their awareness of daily hazards. The immersive dining experience in pitch darkness underscored the value of sight and situational awareness and provided a meaningful opportunity for team bonding — all while supporting a worthy cause."

Liew, DID server since 2017

"I am Liew and have been a Dining in the Dark (DID) server for eight years. As a server, I am trained to be patient and attentive in handling guests of different ages. As a blind person, I am able to share my life with our guests and advise them not to be afraid in the dark. For them, it is only an hour to experience my life. During our outdoor DID sessions, I had the opportunity to visit places that would otherwise be inaccessible to me, like Google and many others. This is an experience I will always remember to cherish."

MOBILE MASSAGE TEAM

The SAVH set up the Mobile Massage Team (MMT) in 1997, and has been in operation for the past 28 years. An initiative by SAVH to facilitate the provision of massage services by a group of qualified visually impaired masseurs. The team of 30 qualified masseurs at MMT currently represents SAVH and their trademark 'hands-on' approach has taken them all over Singapore.

Our objective is to promote a more inclusive society through the implementation of acquired skills to stay employable, earn a sustainable income, and become self-sufficient and independent. Providing them with hope and the opportunity to live with dignity.

The MMT provides a range of massage services, either in-house at SAVH, or as teams of masseurs sent out to sites requested by customers, visiting Nursing Homes, Hospitals, Corporate Offices, Hotels, Institutions, Ministries and Statutory Boards. It has become a household name and in high demand, from busy professionals to seniors and everyone in between, easing countless individuals unwind and alleviate stress, and bringing relaxation and rejuvenation to those who need. Our strengths include reliability, punctuality, and professionalism, which contribute to our positive reputation and client satisfaction.

SALES SUMMARY FOR FY APR 2024 TO MAR 2025

$572,064.48

Beneficiary income

1,208

Number of companies engaged
(Outdoor assignments)

240

Number of individuals engaged
(Indoor assignments)

TOUCH ART

Financial Year 2024-20225

Clients	25
Beneficiary Income	$14,848.84

The Touch Art Programme provides our 25 clients with a platform to showcase their talent, opportunities to socialise, and employment opportunities by working together to produce creative artwork and handicraft items for indoor and outdoor sales. The Beneficiary Income for Touch Art is $14,848.84 for Financial Year 2024/2025.

Together with our dedicated volunteer, led by Ms Katy Lim, Touch Art has been a resounding success by taking part in Shaping Hearts 2024 and creating art for corporations and organisations. Ms Katy Lim is one of the artists for National Day Parade (NDP) 2020-2023 her artwork will be exhibited in Shiok Café in the Singapore Pavilion, World Expo 2025 in Osaka from 13 April – 13 October 2025.

These artworks were made using acrylic and watercolour paints.

OPERATIONS SUPPORT & SECURITY

Maintenance works by BCA volunteers

New tactile tiles were installed outside the DCC building, along with the realignment of the handrails to improve accessibility and provide a safer connectivity to the WCC building. Additionally, a new awning was added at the Day Care Centre exit to offer shelter for clients during wet weather when boarding or alighting from our transport van. Remedial work was also carried out on the ceiling structures of the Multi-Purpose Hall (MPH) and Massage Centre as a preventive measure against rust.

New tactile tiles & handrails realignment at DCC Building

The Operations Support & Security (OSS) Department manages estate, daily operations, and security, while also supporting our client services with essential facilities, telephone/IT infrastructure, and transport/logistics. With some buildings nearing 70 years old, maintenance presents significant challenges, which are eased with support from volunteers and donors. Prioritising the safety of our visually impaired clients and staff, we remain focused on improving accessibility and upgrading facilities whenever possible.

DCC awning

A comprehensive structural visual inspection of the WCC building was carried out to ensure ongoing safety and to identify any required periodic maintenance works. In addition, the toilet and shower facilities adjacent to the kitchens on each floor have undergone refurbishment, which included the replacement of floor tiles, the application of waterproofing measures, and the

installation of a new toilet bowl. The pathway leading to the newly established IT Training room has been resurfaced with anti-slip granite chip flooring and features a gradual ramp along with upgraded handrails for enhanced accessibility and safety.

"I used to end up on slopes or roads by mistake when trying to find my way between buildings. But now with the new tactile tiles and handrails, it is way easier and I get where I am going quicker and safer."

Ms Stephanie Ow, Braille Transcriber.

The annual CSR event by Building and Construction Authority (BCA) took place on 21 August 2024. One of the event's key achievements was the successful installation of an accessibility ramp at the MPH, made possible through BCA's sponsorship of the construction materials. Additionally, as part of an ongoing collaboration with the talented artists from Quarters Architects, a mural was conceptualised and painted in the IT Training Room, with paints donated by

Mural at IT Training Room

IT Training Room pathway and ramp

These improvement works were financed through the department's allocated budget, with the funds being utilised for their intended purpose. Feedback from visually handicapped users has highlighted notable improvements in campus safety and wayfinding, reflecting the success of the implemented upgrades.

MPH accessibility ramp

Nippon Paint Singapore. The mural portrays an intricate network of symbols, reflecting key elements of contemporary communication, finance, and human interaction. The composition conveys a profound sense of optimistic interconnectedness, which aligns with our commitment to equip clients with essential IT skills. About 40 volunteers spent meaningful time with our clients at the newly opened WCC, enjoying activities

like board games, karaoke, and Showdown—a fun, fast-paced game similar to air hockey and table tennis. We eagerly anticipate future collaborative endeavours focused on advancing accessibility and mobility for our clients within our premises.

To uphold our ongoing commitment to the safety of our clients and staff, we have continued to provide fire-fighting training to new employees, ensuring they are equipped with the knowledge and techniques required to respond effectively in the event of a fire emergency. We have also conducted fire drills across the organization, aimed at preparing all staff members to act swiftly and efficiently during fire emergencies, thereby reinforcing our commitment to workplace safety and emergency preparedness.

Fire fighting training

Type of improvement / maintenance works	Completed
Accessibility	10
Facilities	9
Infrastructure	13

LIGHTHOUSE SCHOOL

VISION

Our vision is to become a school that is character-centred, recognising abilities and bringing life to learning for our students.

MISSION

Our mission is to provide a holistic education, where every student is equipped with competencies and rooted in values, to reach their fullest potential in a caring, nurturing and an enriching environment.

VALUES

Sincerity,
Humility,
Integrity,
Never Give Up,
Empathy
(iShine)

SCHOOL ACHIEVEMENTS AND AWARDS

1. At the National Para Athletics Championships 2024 & Para Athletics Inter-School Championships 2024 held on 30 March 2024, the school was given the school challenge trophy for the best overall performing school after attaining champion in the Under 10, Under 13, Under 15 and Under 17 categories.

2. For the Singapore Disability Sports Award 2024, Lighthouse School was nominated under Community Changemaker category while the Lighthouse Goalball Team was nominated under Team of the Year award. The awards recognise contributions to the inclusion or empowerment of persons with disabilities in sports through organising or promoting projects, programmes or activities related to disability sports.

A new Co-Curricular Activity (CCA), Scouts, was introduced in 2025 to provide students with exposure to a uniformed group CCA. This CCA aims to develop life skills through outdoor activities and community service, fostering teamwork, leadership, and resilience. It provides opportunities for students to learn practical skills, engage in adventures, and contribute positively to their school and society. This is line with the school's vision and mission. With the inclusion of Scouts, there are now a total of three performing arts CCA (choir, drama & movement, percussion), two sports CCA (goalball and taekwondo) and one uniformed group CCA.

3

STAFF ACHIEVEMENTS AND AWARDS

At the Singapore Disability Sports Award 2024, Mr Kumaran s/o Arumugam, our PE Department Lead was nominated for Community Coach of the Year 2024. This award recognise coaches behind athletes, who have made important contributions to the growth of disability sports at the community level.

4

STUDENT ACHIEVEMENTS AND AWARDS

Lee Kuan Yew Exemplary Student Award (LKY-ESA) 2024

Afrin Alyssa Binte Mohamed Aidil, a Primary 5 student, received the prestigious Lee Kuan Yew Exemplary Student Award (LKY-ESA). LKY-ESA honours students in government-funded special education schools who have risen above the odds to become exemplary role models to their peers. This award was in recognition of her participation in several CCAs including Choir, Goalball and Drama CCA. In addition, she also took part in Goalball training outside of school on Monday evenings and is also a keen participant in athletics, representing the school in numerous competitions over the years. She also trains with the Para athletics team every Friday outside of school hours. She was a nominee of the Sports Disability Awards in 2023 and came in runners up in the women's category. Alyssa's willingness to embrace new challenges and step out of her comfort zone is truly commendable.

5

Waein Cup Open Championship Singapore 2025

The Waein Cup Open Championship held on 18 Jan 2025 saw over 600 athletes different countries (including Singapore) competing in multiple age and belt color categories. This championship is organised by United Taekwondo Team Waein and Johan Taekwondo, supported by Tampines West CSN and sanctioned by the Singapore Taekwondo Federation. Our students spent 2024 preparing for this event in the para poomsae category. All six students did the school proud by clinching gold medals in all the events that they participated.

6

7

Singapore Taekwondo Federation (TKD) Para Poomase Taekwondo Championship 2025

On 5th April 2025, six students from the Taekwondo CCA took part in the second edition of the STF Para Poomase Taekwondo Championship held at Bedok Sports Complex. Para poomase was specifically designed for para-athletes to demonstrate pre-arranged sequences of techniques, simulating combat against imaginary opponents, used to train and refine techniques, improve form, and develop a deeper understanding of martial arts principles. Our students did the school proud by attaining an average of 8.0/10 score for their respective category.

AUTHENTIC EXPERIENCES FOR OUR STUDENTS (HOLISTIC EDUCATION)

8

Lighthouse School-Marymount Convent Art of Friendship 2024

The joint collaboration on 10 May 2024 with student leaders from Marymount Convent provided opportunities for our students to work alongside them to create an artwork together. This invaluable experience left an indelible mark on our students as they used various modes of communication to design, develop and create an artwork together.

9

Play Inclusive 2024

For the second year running, Lighthouse School and Raffles Girls' School trained together in both Basketball and Goalball over several Saturdays in Term 3. They then proceeded to participate in the Basketball 3 vs 3 challenge and the Goalball challenge. All students did very well in the trainings and games, displaying sportsmanship in all the games participated. The team finished third in division 1, while the two other teams clinched first and second place respectively in division 2.

10

An Extraordinary Celebration 2024 – Harmonic Beats

In our efforts to provide platforms for our students to perform to a larger audience, the school's Percussion CCA students collaborated with Marymount Convent School for a joint performance at the University Cultural Centre on 3 July 2024. The students and teachers worked hard and held practices together over several weeks leading to the event. This marks the second time the school is participating in the event. Organised by Extra Ordinary People, this annual extravaganza is Singapore's largest inclusive concert.

Voices of Singapore Festival 2024 – Children & Youth Choir

Our students performed together with choir members from Anglo-Chinese School (Primary) and Blangah Rise Primary School at the Voice of Singapore Festival that was held on 2024 at CHIJMES. The Voices of Singapore Festival is Singapore's largest non-competitive choral festival. Marking its ninth instalment, the Festival in 2024 aimed to create meaningful choral music-making experiences for all its participants and performers.

11

Run for Inclusion 2024

This is an annual event that our school has been participating in since 2022. Held on 9 Nov 2024, a total of 63 staff and students from our school and Marymount Convent participated in this event. 2024 also marks the 10th anniversary of the event, celebrating a decade of promoting inclusivity and integration for persons with special needs (PWSNs). This is also the second time that the school is participating in this meaningful event.

12

Scan here for more details

Singtel Expressions Through Art 2024

In the third edition of the Singtel Expressions Through Art, the artwork of our student, Elle Ameerah Khairudin was showcased at Gardens by the Bay from 7 November to 22 November 2024. This is a special showcase of the talents, creativity and abilities of students from special education (SPED) schools in Singapore, as well as to foster a more inclusive society.

13

THE YEAR AHEAD

As we look forward to the year ahead, we are committed to enhancing our facilities, streamlining operations, and expanding our services to better serve the visually impaired community. Our vision is clear; to create a more inclusive, empowering, and supportive environment for all our clients.

1. REFURBISHING OUR MAIN BUILDING

One of our major projects this year is the refurbishment of our main building. This initiative aims to modernise our facilities, making them more accessible, safe, and welcoming for our clients, staff, and visitors. Upgraded features will include barrier-free access, enhanced navigation aids for the visually impaired, and renovated communal spaces that encourage interaction and community-building. This transformation is designed not only to improve our clients' experience but also to reflect our commitment to inclusivity and forward-thinking design.

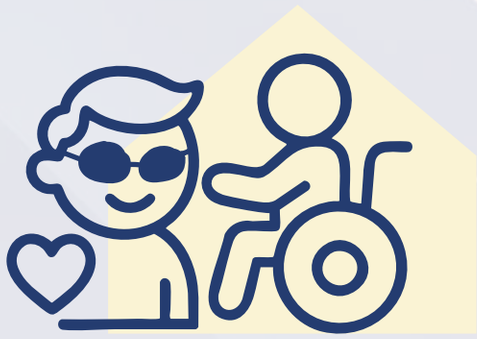
2. STREAMLINING JOB ROLES FOR GREATER EFFICIENCY

In tandem with our facility upgrades, we are embarking on a strategic review of our organisational structure to streamline job roles and improve service

delivery. This process involves redefining key responsibilities to eliminate redundancies and foster greater collaboration among departments. Our aim is to create a more agile and efficient team, capable of responding swiftly to the evolving needs of our community while maintaining the highest standards of service.

3. EXPANDING THE DAY CARE CENTRE (DCC)

The Day Care Centre (DCC) has been a cornerstone of support for many of our clients, providing them with a safe, structured environment where they can engage in meaningful activities. In the coming year, we plan to expand the DCC to accommodate more clients and introduce new programmes that promote life skills, social engagement, and therapeutic activities. This expansion will also include upgraded facilities, allowing for a more diverse range of activities that cater to varying needs and abilities.



4. RAMPING UP PROGRAMMES AND SERVICES

Our commitment to enhancing the lives of the visually impaired community extends to ramping up our core programmes. Key initiatives include:

- **Assistive Technology Workshops:** Providing hands-on training for the latest assistive devices, ensuring our clients are equipped to navigate the digital world confidently.
- **Skills Development Programmes:** Introducing new vocational training sessions aimed at empowering our clients with employable skills, including IT literacy, customer service, and artisanal crafts.
- **Community Outreach and Engagement:** Expanding awareness campaigns and volunteer engagement through events like Cycle for Sight and World Braille Day to promote greater inclusivity and understanding in the wider community.

Through these strategic initiatives, we are committed to building a more resilient, capable, and inclusive community for the visually impaired. Together, with the support of our partners, volunteers, and dedicated team, we are not just envisioning change—we are creating it.

FUNDRAISING PLANS FOR THE FOLLOWING YEAR

As a key milestone in this plan, we are also preparing for a grand fundraising initiative in celebration of SAVH's 75th Anniversary. This will include a commemorative Anniversary Dinner and the launch of the "Courage Walk," both envisioned as flagship events to raise significant support, deepen community connection, and spotlight the inspiring journeys of our clients.

In order to generate greater interest and awareness to achieve to the target of achieving the SGD 500,000 fund raising for the two proposed events, we will be launching an online fundraising campaign via Giving.sg. This initiative aims to rally public support and amplify outreach in the lead-up to a key milestone in our plan.

FUNDRAISING EXPENDITURE PLAN FOR THE FOLLOWING YEAR

We would also like to propose a budget allocation of SGD 120,000 for the fundraising initiative, which will cover essential expenses necessary for its successful execution. These include venue rental, event management services, printing and publicity materials, as well as governance-related costs to ensure compliance and transparency. Additionally, a portion of the budget will be allocated to support charitable activities and administrative overheads, enabling SAVH to continue delivering quality services while sustaining operational efficiency.

OPERATIONS SUPPORT & SECURITY

1. Future plans and planned expenditure:

- COE renewal for DCC Van: $80,000

2. Future commitments and committed expenditure:

- Cyclical maintenance and painting of Yusof Building
- Wall repair and ramp improvement works at WCC Building
- Installation of awnings at WCC and IT Training Centre
- Flooring replacement at BPC
- Road repaving and painting works at Massage Centre
- Tactile tiles and accessibility improving works
- Exterior lighting improvement work
- Roof maintenance work at DCC Building

  Total committed expenditure : $47,000

BRAILLE PRODUCTION CENTRE

1. Future plans and planned expenditure:

- Expand the library collection with additional Grade 1 Braille books to support learning and leisure reading.
- Commence learning Braille input using smartphones following completion of the Grade 1 Braille course.
- Upgrade the Duxbury software in anticipation of the projected cost increase by July 2025.
- Replace the tractor-feed embosser, as the current Braillo 300 is producing incomplete dots.

2. Future Commitments and Committed Expenditure (up to 31 March 2026)

- Continue the embossing of Grade 1 Braille books for loan to clients, currently in progress.
- Encourage more adult clients with blindness to develop new skills through Braille literacy.
- Introduce commonly found lift button labels as part of the Grade 1 Braille curriculum to enhance practical daily navigation.

LIBRARY SERVICES

Future Plans and Planned Expenditure(up to 31-Mar-2026)

Future Plans:

- Expand accessible digital library collection (audiobooks, Braille books and InfoMag).
- Upgrade library management software for better accessibility and inventory control.
- Partner with volunteers and institutions for content creation (e.g., Braille transcription, audio recording).
- Outreach programs to raise awareness and increase library users.
- Collaboration with the Society for Reading and Literacy (SRL)

We initiated a strategic partnership with the Society for Reading and Literacy (SRL) to advance our shared commitment to promoting Braille literacy among individuals with visual impairments. Through this collaboration, we aim to expand access to inclusive reading opportunities by recruiting and engaging more volunteers to facilitate regular reading sessions with our clients. This initiative not only supports literacy development but also fosters meaningful social connections and lifelong learning.

We are steadily advancing the implementation of these initiatives and will continue to engage with a broader range of external partners to strengthen our visibility and presence.

WHITE CANE CLUB

Future plans and planned expenditure (up to 31-Mar-2026)

- Durian and Exotic Fruits Day – July 2025
- Visit to Qian Hu Fish Farm – August 2025
- Tandem Cycling & Picnic at East Coast Park – September 2025
- Baking Workshop at Food Farmacy – October 2025
- Recreational Bowling – November 2025
- Year-End Party – December 2025
- Chinese New Year Shopping – January 2026
- Chinese New Year Lo-Hei Party – February 2026
- Baking Workshop – March 2026

Total Plan Expenditure : $17,000.00

GOVERNANCE

In FY2024–2025, the Corporate Governance Services (CGS) department provided critical support across the organisation to strengthen governance and compliance. Working closely with 20 departments, the team created or updated approximately 50 policies, procedures, and flowcharts under the Quality Management System (QMS), reinforcing standardisation and operational clarity. CGS also led the preparation of the FY2023/2024 Annual Report and successfully organised the 71st Annual General Meeting (AGM), ensuring timely and transparent reporting to stakeholders. In addition, the department fulfilled secretariat duties for the Executive Committee (EXCO) and 10 Sub-Committees, supporting around 29 committee members in fulfilling their governance oversight responsibilities.

Vision	Ordinary member	Life member	TOTAL	Percentage
Sighted	31	64	95	31.60%
Blind	42	8	50	16.60%
Low Vision	142	14	156	51.80%
Total	215	86	301	

CONFLICT OF INTEREST POLICY

All EXCO members and staff are required to comply with SAVH conflict of interest policy where there are documented procedures for Exco members and staff to declare actual or potential conflicts of interests on a regular and need-to basis.

EXCO members also abstain and do not participate in decision-making on matters where they have a conflict of interest.

WHISTLE-BLOWING POLICY

SAVH has in place, a whistle-blowing policy to address concerns about possible wrong-doing or improprieties in financial or other matters within SAVH.

DATA PROTECTION POLICY

SAVH has in place a Data Protection Policy. which all EXCO members, Subcommittee members and staff must comply with.

DISCLOSURE OF REMUNERATION OF THREE HIGHEST PAID STAFF IN SAVH

Remuneration band	Number of staff
Between $100,000 to $200,000	1

SAVH does not have any paid staff, who are close members of the family of the Executive Director or EXCO members, who each receives total remuneration of more than $50,000 during the year.

No EXCO members were remunerated for their Board services in the financial year 2024-2025.

ANTI-MONEY LAUNDERING AND COUNTERING THE FINANCING OF TERRORISM (AML/CFT)

SAVH has a comprehensive AML/CFT Policy that outlines stringent procedures for due diligence, stakeholder screening, risk classification, and ongoing transaction monitoring. In addition, all transactions are conducted via regulated financial channels, and AML/CFT training is provided to staff and board members. These measures are in place to prevent SAVH from being used for money laundering or terrorist financing and in compliance to the Governance Evaluation Checklist (GEC).

ENTERPRISE RISK MANAGEMENT (ERM)

SAVH has in place an Enterprise Risk Management Policy to ensure that key strategic and operational risks are systematically identified, monitored, and reviewed. A central Risk Register is maintained and regularly updated, with risks reviewed by the Management Team, Executive Committee and Subcommittee members to ensure appropriate mitigation measures are in place.

ENVIRONMENTAL, SOCIAL & GOVERNANCE (ESG) AT SAVH

SAVH takes into account ESG factors in the planning and conduct of its activities. In Feb 2025, the newly formed ESG Subcommittee of SAVH held its inaugural meeting.

Electricity conservation measures were initiated in 2017, and our facility has since been fully retrofitted with energy-efficient LED lighting and inverter-type air-conditioning systems. These efforts have resulted in a decrease in electricity consumption from 188,083 kWh in 2017 to 143,056 kWh in 2024, amounting to an approximate saving of 24%. We are exploring the installation of solar panels to further reduce energy consumption and are in discussions with potential donors for support.

Following the issuance of reminders to staff regarding the reduction of paper usage, photocopying and printing expenditures decreased significantly by over 79% from 2023 to 2024

Some of our Environmental initiatives in FY2024-2025 are as follows:

- Paper recycling bin in all offices and meeting rooms
- Collection of discarded cardboard boxes and paper products to be recycled.
- Quarterly circulars to all staff to share electrical and water conservation tips.
- Regular reminders to all staff to conserve electricity and reduce paper usage.
- Proper disposal of E-waste in designated recycling bins.

GOVERNANCE
EVALUATION CHECKLIST

SN	CALL FOR ACTION	CODE ID	Did the charity put this principle into action?
1	Clearly state the charitable purposes (For example, vision and mission, objectives, use of resources, activities, and so on) and include the objectives in the charity's governing instrument. Publish the stated charitable purposes on platforms (For example, Charity Portal, website, social media channels, and so on) that can be easily accessed by the public.	1.1	YES
2	Develop and implement strategic plans to achieve the stated charitable purposes.	1.2	YES
3	Have the Board review the charity's strategic plans regularly to ensure that the charity is achieving its charitable purposes, and monitor, evaluate and report the outcome and impact of its activities.	1.3	YES
4	Document the plan for building the capacity and capability of the charity and ensure that the Board monitors the progress of this plan. "Capacity" refers to a charity's infrastructure and operational resources while "capability" refers to its expertise, skills and knowledge.	1.4	YES
5	The Board and Management are collectively responsible for achieving the charity's charitable purposes. The roles and responsibilities of the Board and Management should be clear and distinct.	2.1	YES
6	The Board and Management should be inducted and undergo training, where necessary, and their performance reviewed regularly to ensure their effectiveness.	2.2	YES
7	Document the terms of reference for the Board and each of its committees. The Board should have committees (or desig nated Board member(s)) to oversee the following areas*, where relevant to the charity: a. Audit b. Finance ** Other areas include Programmes and Services, Fund-raising, Appointment/ Nomination, Human Resource, and Investment."*	2.3	YES
8	Ensure the Board is diverse and of an appropriate size, and has a good mix of skills, knowledge, and experience. All Board members should exercise independent judgement and act in the best interest of the charity.	2.4	YES
9	Develop proper processes for leadership renewal. This includes establishing a term limit for each Board member. All Board members must submit themselves for re-nomination and reappointment, at least once every three years.	2.5	YES

SN	CALL FOR ACTION	CODE ID	Did the charity put this principle into action?
10	Develop proper processes for leadership renewal. This includes establishing a term limit for the Treasurer (or equivalent position). For Treasurer (or equivalent position) only: a. The maximum term limit for the Treasurer (or equivalent position like a Finance Committee Chairman, or key person on the Board responsible for overseeing the finances of the charity) should be four consecutive years. If there is no Board member who oversee the finances, the Chairman will take on the role. i. After meeting the maximum term limit for the Treasurer, a Board member's reappointment to the position of Treasurer (or an equivalent position may be considered after at least a two-year break. ii. Should the Treasurer leave the position for less than two years, and when he/she is being re-appointed, the Treasurer's years of service would continue from the time he/she stepped down as Treasurer.	2.6	YES
11	Ensure the Board has suitable qualifications and experience, understands its duties clearly, and performs well. a. No staff should chair the Board and staff should not comprise more than one-third of the Board.	2.7	YES
12	Ensure the Management has suitable qualifications and experience, understands its duties clearly, and performs well. a. Staff must provide the Board with complete and timely information and should not vote or participate in the Board's decision-making.	2.8	YES
13	The term limit for all Board members should be set at 10 consecutive years or less. Re-appointment to the Board can be considered after at least a two-year break. For all Board members: a. Should the Board member leave the Board for less than two years, and when he/she is being re-appointed, the Board member's years of service would continue from the time he/she left the Board. b. Should the charity consider it necessary to retain a particular Board member (with or without office bearers' positions) beyond the maximum term limit of 10 consecutive years, the extension should be deliberated and approved at the general meeting where the Board member is being re-appointed or re-elected to serve for the charity's term of service. (For example, a charity with a two-year term of service would conduct its election once every two years at its general meeting). c. The charity should disclose the reasons for retaining any Board member who has served on the Board for more than 10 consecutive years, as well as its succession plan, in its annual report.	2.9a 2.9b 2.9c	YES
14	For Treasurer (or equivalent position) only: d. A Board member holding the Treasurer position (or equivalent position like a Finance Committee Chairman or key person on the Board responsible for overseeing the finances of the charity) must step down from the Treasurer or equivalent position after a maximum of four consecutive years. i. The Board member may continue to serve in other positions on the Board (except the Assistant Treasurer position or equivalent), not beyond the overall term limit of 10 consecutive years, unless the extension was deliberated and approved at the general meeting – refer to 2.9.b.	2.9d	YES

SN	CALL FOR ACTION	CODE ID	Did the charity put this principle into action?
15	Conduct appropriate background checks on the members of the Board and Management to ensure they are suited to work at the charity.	3.1	YES
16	Document the processes for the Board and Management to declare actual or potential conflicts of interest, and the measures to deal with these conflicts of interest when they arise. a. A Board member with a conflict of interest in the matter(s) discussed should recuse himself/herself from the meeting and should not vote or take part in the decision-making during the meeting.	3.2	YES
17	Ensure that no Board member is involved in setting his/her own remuneration directly or indirectly.	3.3	YES
18	Ensure that no staff is involved in setting his/her own remuneration directly or indirectly.	3.3	YES
19	Establish a Code of Conduct that reflects the charity's values and ethics and ensure that the Code of Conduct is applied appropriately.	3.4	YES
20	Take into consideration the ESG factors when conducting the charity's activities.	3.5	YES
21	Implement and regularly review key policies and procedures to ensure that they continue to support the charity's objectives. a. Ensure the Board approves the annual budget for the charity's plans and regularly reviews and monitors its income and expenditures (For example, financial assistance, matching grants, donations by board members to the charity, funding, staff costs and so on).	4.1a	YES
22	Implement and regularly review key policies and procedures to ensure that they continue to support the charity's objectives. b. Implement appropriate internal controls to manage and monitor the charity's funds and resources. This includes key processes such as: i. Revenue and receipting policies and procedures; ii. Procurement and payment policies and procedures; and iii. System for the delegation of authority and limits of approval.	4.1b	YES
23	Seek the Board's approval for any loans, donations, grants, or financial assistance provided by the charity which are not part of the core charitable programmes listed in its policy. (For example, loans to employees/subsidiaries, grants or financial assistance to business entities).	4.2	YES
24	Regularly identify and review the key risks that the charity is exposed to and refer to the charity's processes to manage these risks.	4.3	YES

SN	CALL FOR ACTION	CODE ID	Did the charity put this principle into action?
25	Set internal policies for the charity on the following areas and regularly review them: a. Anti-Money Laundering and Countering the Financing of Terrorism (AML/CFT); b. Board strategies, functions, and responsibilities; c. Employment practices; d. Volunteer management; e. Finances; f. Information Technology (IT) including data privacy management and cyber-security; g. Investment (obtain advice from qualified professional advisors if this is deemed necessary by the Board); h. Service or quality standards; and i. Other key areas such as fund-raising and data protection.	4.4	YES
26	The charity's audit committee or equivalent should be confident that the charity's operational policies and procedures (including IT processes) are effective in managing the key risks of the charity.	4.5	YES
27	The charity should also measure the impact of its activities, review external risk factors and their likelihood of occurrence, and respond to key risks for the sustainability of the charity.	4.6	YES
28	Disclose or submit the necessary documents (such as Annual Report, Financial Statements, GEC, and so on) in accordance with the requirements of the Charities Act, its Regulations, and other frameworks (For example, Charity Transparency Framework and so on).	5.1	YES
29	Generally, Board members should not receive remuneration for their services to the Board. Where the charity's governing instrument expressly permits remuneration or benefits to the Board members for their services, the charity should provide reasons for allowing remuneration or benefits and disclose in its annual report the exact remuneration and benefits received by each Board member.	5.2	YES
30	The charity should disclose the following in its annual report: a. Number of Board meetings in the year; and b. Each Board member's attendance.	5.3	YES
31	The charity should disclose in its annual report the total annual remuneration (including any remuneration received in the charity's subsidiaries) for each of its three highest-paid staff, who each receives remuneration exceeding $100,000, in incremental bands of $100,000. Should any of the three highest-paid staff serve on the Board of the charity, this should also be disclosed. If none of its staff receives more than $100,000 in annual remuneration each, the charity should disclose this fact.	5.4	YES
32	The charity should disclose in its annual report the number of paid staff who are close members of the family of the Executive Head or Board members, and whose remuneration exceeds $50,000 during the year. The annual remuneration of such staff should be listed in incremental bands of $100,000. If none of its staff is a close member of the family of the Executive Head or Board members and receives more than $50,000 in annual remuneration, the charity should disclose this fact.	5.5	YES

SN	CALL FOR ACTION	CODE ID	Did the charity put this principle into action?
33	Implement clear reporting structures so that the Board, Management, and staff can access all relevant information, advice, and resources to conduct their roles effectively. a. Record relevant discussions, dissenting views and decisions in the minutes of general and Board meetings. Circulate the minutes of these meetings to the Board as soon as practicable.	5.6a	YES
34	Implement clear reporting structures so that the Board, Management, and staff can access all relevant information, advice, and resources to conduct their roles effectively. a. The Board meetings should have an appropriate quorum of at least half of the Board, if a quorum is not stated in the charity's governing instrument.	5.6b	YES
35	Implement a whistle-blowing policy for any person to raise concerns about possible wrongdoings within the charity and ensure such concerns are independently investigated and follow-up action taken as appropriate.	5.7	YES
36	Develop and implement strategies for regular communication with the charity's stakeholders and the public (For example, focus on the charity's branding and overall message, raise awareness of its cause to maintain or increase public support, show appreciation to supporters, and so on).	6.1	YES
37	Listen to the views of the charity's stakeholders and the public and respond constructively.	6.2	YES
38	Implement a media communication policy to help the Board and Management build positive relationships with the media and the public.	6.3	YES

EXECUTIVE COMMITTEE

MEETING AND ATTENDANCE

A total of six EXCO meetings were held during the financial year from 1 April 2024 to 31 March 2025. The following sets out the individual EXCO member's attendance at the meetings.

NAME OF EXCO MEMBER	APPOINTMENT DURING THE TERM	OCCUPATION	PAST APPOINTMENTS IN EXCO	NO. OF MEETINGS ATTENDED
Mr Ali bin Daud*	President since 5 Sep 2024	Counsellor, British Council Singapore	Member in 64th Exco (2017 – 2018) Member in 65th Exco (2018 – 2019) Member in 66th Exco (2019 – 2020)	4/4
Mr Lionel Lim Jun Jie*	Vice President (1) since 5 Sep 2024	Engineer, Dyson Singapore	Co-opted member in 68th Exco (2021 – 2022) Vice-President in 69th Exco (2022 – 2023) Vice-President in 70th Exco (2023 – 2024)	6/6
Dr Chan Choi Mun	Vice President (2) since 18 Sep 2024	Senior Consultant & Clinical Director, Singapore National Eye Centre	Co-opted member in 69th Exco (2022 – 2023) Member in 70th Exco (2023 – 2024)	5/6
Mr Danny Chia Choon Guan*	Honorary Secretary since 18 Sep 2024	Retiree, Ex-school Teacher	Vice-President (2015 – 2019) Honorary Secretary (2012 – 2015)	5/6
Mr Tan See Hai, Michael	Honorary Treasurer from 5 Sep 2024 to 5 Apr 2025	Director / Accountant	Assistant Treasurer in 66th Exco (2019 – 2020) President in 68th Exco (2021 – 2022) Hon Treasurer in 69th Exco (2022 – 2023)	4/4
Mr Joshua Tseng Shi-Hao*	Member since 5 Sep 2024	Director of Digital Accessibility Services, Etch Empathy	Co-opted Member in 68th Exco (2021-2022) Member in 69th Exco (2022 – 2023)	6/6
Mr William Koo	Co-opted Member since 5 Sep 2024	Managing Director, Bridgeworks Associates	Co-opted member in 69th Exco (2022 – 2023)	2/2
Mr John See Toh Soon Mun	Co-opted Member since 5 Sep 2024	Social Entrepreneur, BGA Inclusive Fitness	Co-opted member in 68th Exco (2021 – 2022)	2/2
Mr Mansor Ali Khan Abdul Jamal Mohamed*	Co-opted Member since 5 Sep 2024	Executive, Omni United (S) Pte Ltd	Nil	1/2
Mr John Vignesh Ponnusamy*	Co-opted Member since 5 Sep 2024	PA to Director, SP Virgo Holdings Pte Ltd	Nil	2/2
Mr Ivan Teo Sin Leong	Co-opted Member since 1 Jan 2025	Head, Risk Management Singapore Pools	Nil	1/1

NAME OF EXCO MEMBER	APPOINTMENT DURING THE TERM	OCCUPATION	PAST APPOINTMENTS IN EXCO	NO. OF MEETINGS ATTENDED
Mr Derek Ong Chee Beng	President from 26 Aug 2023 till 31 Aug 2024	Co-founder & CFO of a Home Services Platform	Co-opted Member in 68th Exco (2021-2022) 28 Oct 2021 President in 69th Exco (2022-2023) 27 Aug 2023	2/2
Mr Leong Shin Loong	Co-opted Honorary Secretary from 26 Aug 2023 till 31 Aug 2024	Owner of a Consulting Firm & Independent Director in an SGX Listed Company	Co-opted Member & Honorary Secretary in 69th Exco (2022-2023) 7 Sep 2022	2/2
Mr Chan Wei Dong*	Co-opted Honorary Treasurer from 31 Aug 2023 till 31 Aug 024	Senior Accounts Executive in Logistics Sector	Co-opted Member in 69th Exco (2022-2023) 22 Nov 2022	1/2
Anne Go Cheng Cheng	Co-opted Member from 31 Aug 2023 till 31 Aug 24	Owner of a Consulting Firm	Nil	1/2

*Denotes visually handicapped

SAVH
Singapore Association of the Visually Handicapped

Helping the visually handicapped help themselves