

ANNUAL REPORT FY 2023



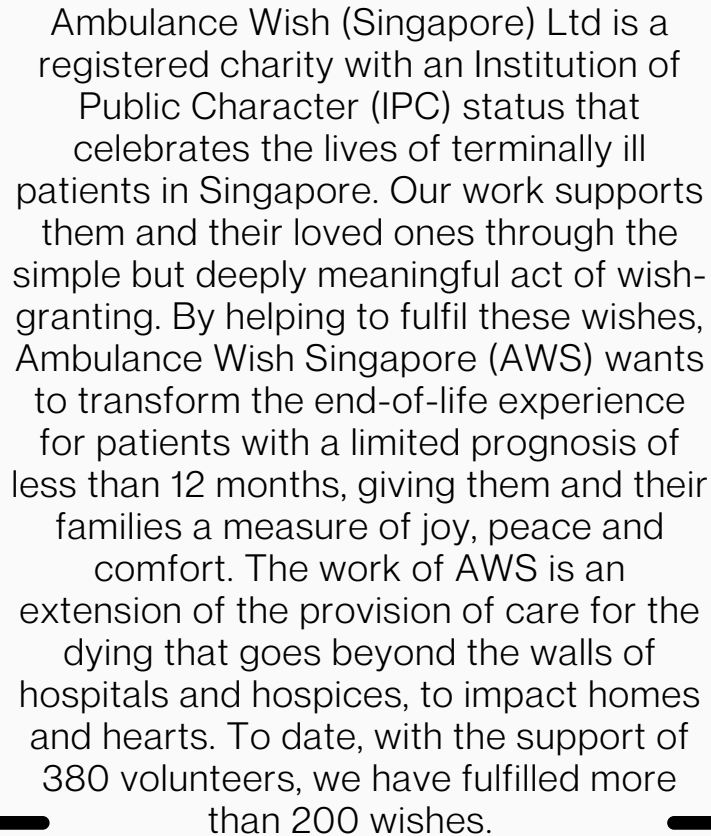
Ambulance Wish
Singapore

A Year of Transformation

Table of Contents

| | |
|-----------|---|
| 03 | About AWS |
| 04 | Chairman's Message |
| 06 | Board of Directors, Advisor, Committees and Management |
| 08 | 2023 At A Glance |
| 09 | AWS In The News |
| 10 | 2023 Milestones |
| 14 | Wish Highlights |
| 23 | Raising Funds |
| 25 | Volunteer Community |
| 27 | Donors and Supporters |
| 29 | Financial Statements |
| 32 | Corporate Governance |
| 34 | Governance Evaluation Checklist |
| 37 | Looking Forward |
| 38 | Ways to Support Us |

About AWS



Ambulance Wish (Singapore) Ltd is a registered charity with an Institution of Public Character (IPC) status that celebrates the lives of terminally ill patients in Singapore. Our work supports them and their loved ones through the simple but deeply meaningful act of wish-granting. By helping to fulfil these wishes, Ambulance Wish Singapore (AWS) wants to transform the end-of-life experience for patients with a limited prognosis of less than 12 months, giving them and their families a measure of joy, peace and comfort. The work of AWS is an extension of the provision of care for the dying that goes beyond the walls of hospitals and hospices, to impact homes and hearts. To date, with the support of 380 volunteers, we have fulfilled more than 200 wishes.

Our Mission

To create positive end-of-life experiences for terminally ill patients through the fulfilment of their final wishes.

Our Vision

To transform the end-of-life experience of terminally ill patients and their loved ones, beyond basic palliative care services.

Chairman's Message

Dear friends of Ambulance Wish Singapore.

As we cross another year, Ambulance Wish Singapore has grown a year older. A significant milestone in 2023 was when we obtained our status as an Institution of Public Character (IPC). With the IPC we hope to do more and to make more of an impact through our wish granting work.

From our humble beginnings in 2019, we have since fulfilled more than 200 wishes. We endured the covid years like everyone and have emerged stronger.

A crucial aspect of our lives that we often overlook is the end of life.

We all have our own unique journey, and how we approach the final stages of our life.

Quality of life at the end of life is not just about medical care; it's about living with dignity, comfort, and support. It's about having our physical, emotional, and spiritual needs met. It's about being surrounded by loved ones and experiencing joy, love, and closure.

Ambulance Wish Singapore seeks to fulfil lives by our wish granting. It is not only those that leave but those that continue to live that benefit from the wishes granted.

We seek to bring to our clients in the final days of their life, purpose, love, peace and closure.

The work that we do varies from wish to wish and we try to accommodate every wish requested with the resources available and the constraints that we face.

Our work is dependent on the volunteers that are our hands, legs and face. They are the front facing people that go out to grant wishes, meet sponsors and share our mission.

Chairman's Message

As at end of 2023 we have 380 volunteers across all segments of society, races and religions. All sharing a common vision of fulfilling last wishes. To all of you I extend my heartfelt thanks.

Our work is also dependent on our sponsors and supporters who provide the financial and non-financial resources that make our work possible.

In 2023, we had our second edition of Cycle of Peace where we raised \$117,423. We also had the concert "Solace" which was co-organised by Project Gift of Song and NTU Piano Ensemble, where we raised \$56,777. These events together with our other online and offline campaigns would not have been possible without the support of our sponsors, supporters and friends. To all of you please accept my gratitude.

Finally our work is only possible with advocates that believe in bringing meaning to one's end of life journey. This includes our referring partner organizations, doctors, social workers, palliative care colleagues and all who believe in this cause. Through your active promotion and engagement we hope to bring dignity and closure in one's end of life journey.

As we look back at the years from our beginnings, we have made significant strides but the coming years will prove more challenging as we seek to create a greater impact with the work we do and we therefore seek the continued support of our various stakeholders to continue this journey with us.

Finally a word of thanks to one of our founding board member Prof Koo Wen Hsin who left the board on 21 June 2023. Thank you for your guidance, counsel and direction in our early years.

Yours sincerely

Aloysius Wee

Chairman

Ambulance Wish (Singapore) Limited

Board of Directors, Advisor Committees & Management

Board of Directors

Board Chairman

Aloysius Wee Meng Seng

Occupation: Lawyer

Appointment: 8 Sept 2023

Previous Appointment: Board Secretary

24 May 2019 - 24 May 2023

Vice Chairperson

Ai Ling Sim-Devadas

Occupation: Communications

Specialist

Appointment: 8 Sept 2023

Previous Appointment: Director

24 May 2019 - 8 Sept 2023

Treasurer

Alan Chang Chi Hsung

Occupation: Business Advisor

Appointment: 1 Jun 2021

Board Secretary

Choo Chek Siew

Occupation: Retired CFO

ComfortDelGro Corp Ltd

Appointment: 18 July 2023

Carol Wee Ping

Previous Appointment: Vice Chair

24 May 2019 - 3 Apr 2023

Grace Young-Diao

James Sim Eng Huat

Koo Wen Hsin (3 Jul 2019 - 21 Jun 2023)

Kwek Kon Yew

Ong Yew Jin

Previous Appointment: Chairman

11 Jun 2020 - 3 Jul 2023

Advisor

Keith Goh

Committees

Audit Committee

Chairman

James Sim Eng Huat

Finance Committee

Chairman

Alan Chang Chi Hsung

Members

Choo Chek Siew

Heather Yang Carmichael

Fundraising Committee

Chairman

Grace Young-Diao

Members

Kwek Kon Yew

Ai Ling Sim-Devadas

Nomination and HR

Committee

Chairman

Aloysius Wee Meng Seng

Members

Koo Wen Hsin

Kwek Kon Yew

Annie Lim

Programmes & Services

Committee

Chairman

Ong Yew Jin

Members

Ai Ling Sim-Devadas

Carol Wee Ping (till 3 Apr 2023)

Management

Carol Wee Ping

Executive Director

Appointment: 6 Apr 2023

Resignation: 28 Apr 2024

Catherine Ho Joo Hiang

Head, Community

Partnerships &

Development

Richard Teo Hak Nee

Head, Finance & Admin

Board of Directors & Advisor



Aloysius Wee

Chairman



Ai Ling Sim-Devadas

Vice Chairman



Choo Chek Siew

Board Secretary



Alan Chang

Treasurer



Grace Young-Diao

Director



James Sim

Director



Dr Kwek Kon Yew

Director



Dr Ong Yew Jin

Director

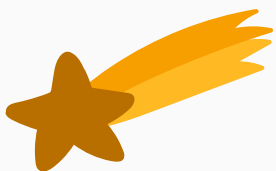


Dr Keith Goh

Advisor

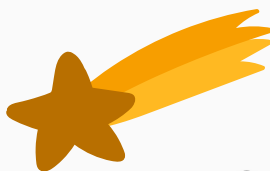


at a glance



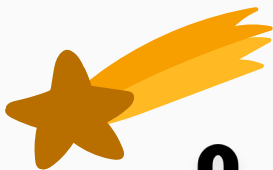
51

Wishes
Granted



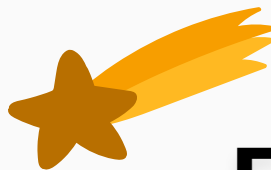
125

New
Volunteers



3

Volunteer
Trainings

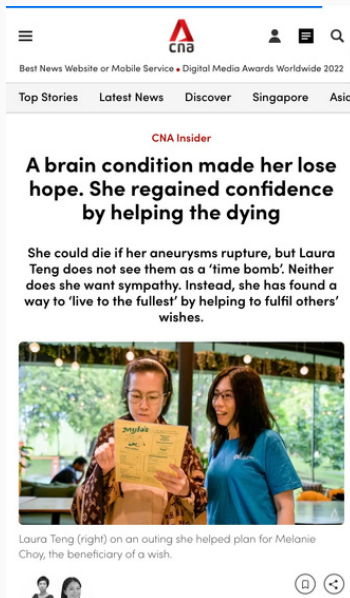


5

Fundraising
Campaigns

AWS In The News

The coverage in various media outlets has further raised awareness on the impact of wish granting and the value it brings to palliative care in Singapore.



CNA, 5 Feb 2023



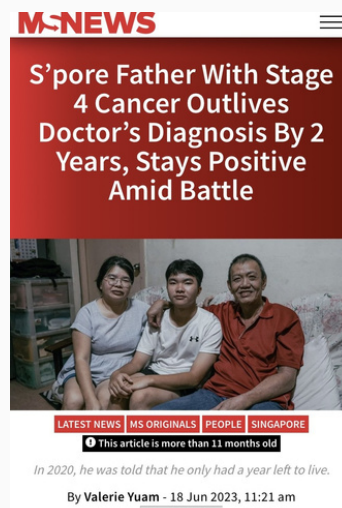
Our Grandfather Story, 4 Apr 2023



The Straits Times, 24 May 2023



8World News, 27 May 2023



MSNews, 18 Jun 2023



8World News, 23 Sept 2023

2023 Milestones

Achieving IPC Status

One of our biggest corporate milestones was reached in October 2023 when we become an approved Institution of a Public Character (IPC) governed under Chapter 37, Section 40C of the Charities Act.

This means that eligible donations will enjoy tax deductions of 2.5 times the qualifying donation amount, which incentivises people to donate as they can reduce their taxable income. IPC status also boosts public trust and confidence in AWS.

Celebrating our 4th anniversary

Yes, we turned four in 2023! Every “birthday” is a celebration of how we grow bigger, bring more joy and create more impact each year with our wonderful community of volunteers and supportive stakeholders. To date, we have fulfilled more than 160 wishes with the help of 350 volunteers.

As part of the celebration on 27 May 2023, we appointed our first AWS ambassador - Vincent Ng (翁清海), a Singaporean actor and martial arts practitioner. In a Facebook post, he wrote, “I was instantly drawn to (the AWS) mission - to create memorable end-of-life experiences for terminally ill patients through the fulfilment of their final wishes. To be able to bring some cheer, comfort and closure to someone at their end stage of life through small but deeply meaningful acts of wish-granting is truly meaningful to me. I am honoured to be part of the AWS family as their first ambassador.”



AWS Board of Directors and wish beneficiaries celebrating our 4th anniversary



AWS Ambassador, Mr Vincent Ng

Cycle of Peace

The second edition of our annual fundraiser, Cycle of Peace, was held between 27 May to 31 July 2023. We raised \$117,423 with the support of cyclists who covered a distance of nearly 35,000km, donors and partners including organisations like Aquinas Law Alliance LLP and Schroder Investment Management (Singapore) Ltd. The funds raised will enable us to reach out to more patients and bring them joy in the last chapter of their life.

A unique addition to the virtual cycling charity drive was “5 Wishes - A Celebration of Life”, where cyclists visited five venues (Botanic Gardens, Marina Barrage, Gardens by the Bay, Sentosa, Singapore Zoo) where past AWS wishes had taken place to collect e-Badges to win a prize.

AWS ambassador Vincent Ng also formed a team of 16 cyclists who came together to raise funds for AWS.



Aquinas Law Alliance LLP lends its support to COP 2023



Vincent Ng x Cranky Cats cycled and raised funds for COP 2023

Inaugural AWF Virtual Networking Forum

AWS is part of a larger community of Ambulance Wish affiliates around the world. We met with our fellow Ambulance Wish granters around the world for the first time during our inaugural AWF Virtual Networking Forum on 14 October 2023 and what a wonderful time we had!

Co-organised by Stichting Ambulance Wens Nederland, the global field of participants revelled in getting to know their fellow counterparts and learning how each organisation carries out wish granting programmes.

The event was also timed to coincide with the World Hospice and Palliative Care Day 2023, which celebrates the care provided by hospices, palliative care providers and advocates for access to palliative services worldwide.



local and global participants of AWF Virtual Networking Forum 2023

Wish Chat with Bageshree Kulkarni

In our first in-person Wish Chat for volunteers on 7 October 2023, invited speaker Bageshree Kulkarni, a counsellor from Anmaya Counselling Services, shared insights from her lived experiences on how to gracefully navigate life's impermanence - seeking inner peace while offering compassionate care and support throughout the end-of-life journey.



An enlightening session on seeking peace while supporting one in their end-of-life journey

First Office Space

AWS now has an administrative “home”! We moved into our office space, located at Braddell House, on 1 November 2023.



Our first office space at Braddell House

President's Volunteerism and Philanthropy Awards 2023

Conferred by the President of the Republic of Singapore, the President's Volunteerism & Philanthropy Awards is the pinnacle award and platform to recognise individuals and groups that have achieved excellence in giving. We were nominated for the “Non-Profit Organisation Award” in 2023.

Wish Highlights

We fulfilled 51 wishes in 2023. Even after four years, every story resonates with us and are reminders of what truly matters in life.

Family Festive Celebrations

Lunar New Year Feast and Photo

Dressed all in matching hues, Mr Yam's numerous family members gathered at during the Reunion dinner (团年饭) during Lunar New Year for a feast and a photo. The highlight of the night was the photo but that was preceded by sumptuous seafood including Mr Yam's favourite snow crab and handmade yu sheng.



Mega Birthday Celebration at D'Resort

Mdm Samsiah's wish was a sight to behold: The 72-year-old, surrounded by a huge group of 95 close relatives all clad in cheery yellow, gathered at D'Resort for a sumptuous buffet meal with a 3-tiered birthday cake at the grand finale. A staycation was also arranged for the immediate family for more bonding after the party.



Family Festive Celebrations

Oasis Resort Sentosa Birthday Staycation

Mr Goh and his family celebrated his 79th birthday in style - by enjoying a sponsored staycation at the duplex suite of Oasis Resort Sentosa, complete with private pool and patio on the upper floor. The experience started with a VIP tour of the SEA Aquarium, before the family checked in to the hotel and enjoyed a dinner at the Putien restaurant.



Christmas with Loved Ones

Brimming with infectious energy, Amy gamely donned Christmas-themed hairbands and fun spectacles as part of her wish - to celebrate Christmas with her loved ones. The venue, which we decorated, was filled with laughter as the group played games and tucked into a delicious sponsored spread which included cottage pie, seafood paella and a black cherry timber log cake.

Family Outings

Universal Studios Family Trip

Mr Mani was based in a nursing home in Singapore. His wife and 10-year-old daughter were living in Malaysia and he had not enjoyed a family outing with them for two years. On Wish Day, clad in Manchester United jerseys (Mr Mani is a fan), the family tucked into lunch at Hard Rock Sentosa before an unforgettable VIP tour at Universal Studios.



SEA Aquarium Visit

Having worked in a fishing company, Mr Ho's love for fish was still thriving. Following a VIP tour of the SEA aquarium, which included a special interactive session with dolphins, Mr Ho and his family retired to a Equarius Ocean Suite for a special staycation. He slept surrounded by his beloved fish.



Family Outings

Birthday Visit to Bird Paradise

As Mr Lee's daughter, who lived abroad, was back in Singapore for a precious fortnight, our volunteers hatched a plan for the family to celebrate his 74th birthday at Bird Paradise. The celebratory lunch was followed by an exclusive guided tour, complete with birthday cake and lunch at the Crimson Restaurant.



Dog at the Beach

Reliving her fondest memories of dates at the East Coast Park, Mdm Lee and her husband (married for 17 years) brought their beloved dog Sparkle there for a joyful romp before tucking into sumptuous Thai food dinner. Mdm Lee had been diagnosed with cancer three months after the couple adopted Sparkle.



Seeing Offspring Get Married

Witnessing a Daughter's Wedding

To help Mr Suriandran witness the wedding of his daughter Anu, we worked with many people including a palliative nurse, the operations staff of Khoo Teck Puat Hospital, a photographer and many others to fulfil his last wish. The happy couple exchanged rings and said their vows in a simple but moving ceremony at the hospital.



Attending a Hotel Wedding

On a day filled with love and memorable moments, we brought Mr Abdul Rahman in an ambulance to the Parkroyal Collection Marina Bay Hotel to witness his daughter's wedding solemnisation. He ended the day tucking into a delicious meal with his family.



Hospital Wedding

Warded at Khoo Teck Puat Hospital, Mdm Yeong's wish was to see her only daughter get married. The solemnisation date was brought forward for Mdm Yeong's wish and one of our AWS volunteers, a licensed wedding solemniser, conducted the wedding ceremony at the hospital room which was so beautifully decked out it looked like a small hotel function room.



Nostalgia

Revisiting Singapore Island Country Club

A caddy for former Prime Minister Lee Kuan Yew, Mr Salleh was an avid golfer with fond memories of the Singapore Island Country Club (SICC) where he spent many moments. We brought him to the course on a gurney and there, clad in a SICC polo shirt and golf cap, Mr Salleh was brought back to his youth as he traversed familiar haunts from decades back.



Singapore Turf Club Visit

Mr Fan loved horse racing and as the Singapore Turf Club would be closing in 2024, Mr Fan wanted to visit it for one last time. During the visit, Mr Fan was not only fired up by the thrill of the race, he got to meet the jockey and see the horses at the parade ground.



Nostalgia

Going Home to his Plants

Mr Ang's wish is as simple as it gets: He just wanted to go home one last time to water his plants and visit his regular barber for a haircut and a clean shave. We carefully transported him home and it was wonderful to see the sparkle in his eyes when he saw his thriving plants - cared for by his sister. He also enjoyed a haircut and mee tai mak lunch before heading back to the hospital.



Visiting his Favourite Coffeeshop

Mr Song, who thoroughly enjoyed the little moments in life, just wanted to go back to the coffeeshop where he used to spend the larger part of his days. And he did - sipping teh-o-kosong with old friends and tucking into Hokkien mee. We also treated him to his favourite sushi.

Fulfilling Dreams

Uplifting Karaoke

Mr Jumari was a passionate singer and bassist in his younger days. All he wanted was to belt out his favourite tunes in the comfort of his own home, and we managed to make his wish come true when we brought in a karaoke set. As he sang song after song, it was clear that music keeps him happy and takes his mind off his condition.



Beach Outing and Live Performance

Edward had three big loves in his life - rock and roll, dogs and his wife. To celebrate all three, we brought Edward and his wife Susan to the East Coast Park where he interacted with the lovely dogs brought in by generous folks from an animal assisted activities programme, SOSD Healing Paws. On another day, one of his favourite bands The Thunderbirds turned up at his hospital ward to sing for him.

Beach Goodbye

Mr Rahim loved the beach. To create a special moment, we headed to the beachfront at the Shangri-La Rasa Sentosa Singapore. There, we set up a tepee and a picnic comprising Mr Rahim's favourite Muslim food from Gerai Nenek Obek while listening to an amazing performance by a live band, D'Dynamic as the sun set.



Fulfilling Dreams

Funeral Dress and Photo

All Mdm Chan wanted was for a specially tailored dress and a good photograph for her funeral. We quickly got her requirements, designed a dress, got the fabric and a tailor to create an ivory lace dress. Even though Mdm Chan was weak on the day of the shoot, we put on some light make-up for her and produced beautiful, smiling photos.



Final Wish for his Wife

When it came to his final wish, all Mr Tan wanted was for us to gift a back massager for his beloved wife - who had taken up a tiring job as a Grab delivery rider to support his medical bills. The heartwarming presentation was attended by Grab management, who also gave her waterproof shoes.



Raising Funds

Every dollar we raise is testament to the many donors and partners we work with who believe in our cause and who joyfully contribute to keep AWS going strong.

Cycle of Peace

Cycle of Peace, held between 27 May to 31 July 2023, raised \$117,423 with the support of cyclists who covered a distance of nearly 35,000km, donors and partners including organisations like Aquinas Law Alliance LLP and Schroders. The funds raised will enable us to reach out to more patients and bring them joy in the last chapter of their life.



Solace Charity Concert

Music touches the soul. While many of our wishes involve the gift of music, we are grateful that music has become a means by which we reach out to potential donors to raise funds.

Once again, Project Gift of Song - which was first organised in 2021 - helped us to raise \$56,627 in 2023. Working with the NTU Piano Ensemble and host of generous partners, the concert boasted a remarkable line-up of 35 performers, supported by a dedicated team of 47 committee members and volunteers.



Hewlett Packard Enterprise

The wonderful staff of Hewlett Packard Enterprise generously raised a total of \$20,000 for us to continue the work that we do. They were also involved in helping us to fulfil a wish for a father who wanted to see his daughter get married.



VISA Benevity

Sometimes all it takes is one individual to start the ball rolling. Our volunteer Lynda Kwek decided to organise a fundraiser at her workplace via the platform Benevity which raised about \$2,000.

Every Wish Celebrates A Life

From November 2023 until the end of the year, we started a new fundraising campaign - "Every Wish Celebrates A Life 2023" - where all donations were eligible for a dollar-for-dollar matching grant from the Tote Board and the Government. Through the campaign, we raised \$134,411.60.

Volunteer Community

Our heroes and heroines are our amazing volunteers, who come to us with a deep desire to fulfil wishes and who give so generously of their ideas, time and resources.



Volunteer Community



Donors & Supporters

The work that we do is only possible because of the commitment and contributions from our donors and stakeholders.

1 January - 31 December 2023

\$1,000 and Above

- Akshaya Bansal
- Albert Ho Shing Tung
- Ang Suan
- AnnSwee Foundation Limited
- Asiana SG Pte Ltd
- Chan Yong Meng Lionel
- Chi YaoYao
- Choo Chek Siew
- Christ Methodist Church - Women's Society of Christian Services
- Christine Tan
- Foresight Metal Engineering Pte Ltd
- Heather Yang Carmichael
- Helen Ng Bee Hon
- Hoon Su Woun
- Hewlett Packard Enterprise
- Janice Yam Seok Yin
- Joseph Ong
- Kaw Ming Ming
- Kay Wong Siew Lan
- Kwek Eik Sheng
- Lee Kheng Chei
- Lim Kee Liew Victor
- Lim Oon Teik Eugene
- Lim Yun-An
- Loh Guo Pei
- Mimi Chao
- Natasha Hardyanto
- Schroder Investment Management (Singapore) Ltd
- SEC Holdings Pte Ltd
- Sim Eng Huat James
- Tan Chee Siong
- Tan Siew Hoon
- Tan Tze Chung
- Tay Leck Teck Foundation
- Tung San
- Vitae Sanctitas Foundation
- Vivien Ngo

Donations In-Kind

- 3ilpics
- AD Imaging Solutions
- Atmosphere Thai Bistro
- Atos Wellness
- Awfully Chocolate Singapore
- Blossom
- Bob the Baker Boy
- Brian Teo
- Caring Hearts Nursing
- Char Char Event Co.
- Chiu Piano
- Clarence Tan
- Creative Eateries
- Dancing with Friends Singapore
- D'Dynamic
- Downtown East
- Edith Patisserie
- Evelyn Goh
- Fairmont Singapore
- Far East Hospitality
- Firefly Connections
- Gardens by the Bay
- Garmin
- Give Fun
- Grab
- Grain Singapore
- Habitat Interior Pte Ltd
- Hard Rock Café Singapore
- Hibiscus Florists
- Jenn and Volunteer Care Group

- Kin May
- Lee Ann Textiles
- Lee Yu En
- Marina Bay Sands Singapore
- Medical Assistance 4U
- NTU Piano Ensemble
- Our Grandfather Story
- Pet Master Paws 4 Splash
- Prestige Care Emergency Ambulance & Medical Services
- Project Gift of Song
- Project Starfish
- Quentin's
- Rainforest Café
- Ray Chua
- Resorts World Sentosa Singapore
- Rosalynd Ng
- RuffCo
- S.E.A Aquarium
- Sage & Gifts
- Samuel Goh
- Schroder Investment Management (Singapore) Ltd
- Sentosa Development Corporation
- SG Pet Taxi by Bambi & Coco
- Shangri-La Resa Sentosa Singapore
- Singapore Island Country Club
- Singapore Turf Club
- Singapore Cycling Federation
- SOSD Singapore
- Sunlight Ambulance
- Tallin Ang
- Teo Heng Family KTV Studio
- The Beautiful Moment Photography
- The Duo Planner
- The Fat Farmer
- The Plattering Co.
- Thunderbirds and Melissa Fitzgerald
- Triceratops
- Universal Studios Singapore
- Wild Rice
- Woodstock Barber
- Yu Fan
- Zhi Xuan

Financial Statements

Ambulance Wish (Singapore) Ltd.
Statement of Financial Position
As at 31 December 2023

| | 2023 \$ | 2022 \$ |
|---------------------------------|-------------------|-------------------|
| CURRENT ASSETS | | |
| Other receivables | 6,176 | – |
| Cash and cash equivalents | 654,042 | 379,632 |
| TOTAL ASSETS | <u>660,218</u> | <u>379,632</u> |
| CURRENT LIABILITIES | | |
| Other payables | 8,301 | 11,727 |
| TOTAL LIABILITIES | <u>8,301</u> | <u>11,727</u> |
| TOTAL NET ASSETS | <u>651,917</u> | <u>367,905</u> |
| ACCUMULATED FUNDS | | |
| UNRESTRICTED FUNDS | | |
| General fund | 651,917 | 367,905 |
| TOTAL UNRESTRICTED FUNDS | <u>651,917</u> | <u>367,905</u> |
| TOTAL ACCUMULATED FUNDS | <u>651,917</u> | <u>367,905</u> |

The financial highlights above have been extracted from the audited accounts for the year 2023 and 2022.

Financial Statements

Ambulance Wish (Singapore) Ltd.
Statement of Financial Activities
For the Year Ended 31 December 2023

| | 2023 | 2022 |
|---------------------------------------|------------------|------------------|
| | \$ | \$ |
| <u>Income</u> | | |
| Voluntary income – donations in cash | 270,791 | 137,382 |
| Income from fund-raising events | 119,586 | 215,345 |
| Other income | 100,373 | 34,153 |
| | <u>490,750</u> | <u>386,880</u> |
| <u>Expenditure</u> | | |
| Cost of charitable activities | (55,369) | (33,124) |
| Cost of generating voluntary income | (6,945) | (5,433) |
| Cost of fund-raising events | (24,935) | (17,236) |
| Employees benefits | (112,311) | (64,034) |
| Other operating expenses | (7,178) | (3,653) |
| | <u>(206,738)</u> | <u>(123,480)</u> |
| Net income before tax expense | 284,012 | 263,400 |
| Income tax expense | – | – |
| Net income | <u>284,012</u> | <u>263,400</u> |
| <u>Reconciliation of funds</u> | | |
| Total funds brought forward | 367,905 | 104,505 |
| Total funds carried forward | <u>651,917</u> | <u>367,905</u> |

The financial highlights above have been extracted from the audited accounts for the year 2023 and 2022.

Financial Statements

Ambulance Wish (Singapore) Ltd.
Statement of Cash Flows
For the Year Ended 31 December 2023

| | 2023 | 2022 |
|---|----------------|----------------|
| Cash flows from operating activities | | |
| Net income before tax expense | 284,012 | 263,400 |
| Changes in: | | |
| Other receivables | (6,176) | – |
| Other payables | (3,426) | 535 |
| Cash from operations | 274,410 | 263,935 |
| Tax paid | – | (384) |
| Net cash from operating activities | 274,410 | 263,551 |
| Net increase in cash and cash equivalents | 274,410 | 263,551 |
| Balance at beginning of the year | 379,632 | 116,081 |
| Balance at end of the year | 654,042 | 379,632 |

The financial highlights above have been extracted from the audited accounts for the year 2023 and 2022.

Corporate Governance

Corporate Governance

The Board of Directors at Ambulance Wish Singapore is responsible for overseeing the operations of AWS. The Board provides mission-driven leadership and strategic governance to guide the direction of AWS.

The By-laws of the charity outline the duration of service for Board members. The charity has implemented a policy that clearly outlines specific matters that are reserved for the Board's deliberation.

The Board conducts periodic evaluation to determine the effectiveness of the Board. The Constitution of the Charity sets out the term limits of the board members. No employee has been appointed to the Board during the year.

Board Attendance

| Directors | Date of Appointment | Attendance 2023 |
|------------------------|---------------------|-----------------|
| Wee Meng Seng Aloysius | 24 May 2019 | 5/7 |
| Ai Ling Sim-Devadas | 3 July 2019 | 7/7 |
| Alan Chang Chi Hsung | 1 June 2021 | 4/7 |
| Joseph Ong Yew Jin | 3 July 2019 | 7/7 |
| Kwek Kon Yew | 3 July 2019 | 6/7 |
| Grace Young-Diao | 3 July 2019 | 6/7 |
| James Sim Eng Huat | 3 July 2019 | 4/7 |
| Choo Chek Siew | 18 July 2023 | 4/4 |

Management and Avoidance of Conflict of Interest Policy

The charity has a documented policy in place to manage and prevent conflicts of interest among directors, staff and volunteers. Each Board member is obligated to disclose any conflicts of interest to the charity annually at the beginning of their term or as soon as such conflict or possibility of such conflict arises.

As stated in the Organisation's By-laws, all Board members are prohibited from receiving any form of compensation except for reimbursement of reasonable expenses related to fulfilling wish granting expenses. Upon employment and on an annual basis, all employees are required to disclose any conflicts of interest. Furthermore, staff members are not involved in determining their own compensation. In order to ensure transparency, any conflicts of interest related to contracts with vendors, affiliations with other organisations, joint ventures, recruitment, and remuneration of staff with close relationships must be fully disclosed. Individuals with conflicts of interest are excluded from participating in discussions and approvals regarding such transactions.

Reserve Management

The charity relies on its reserves to ensure financial stability and support the growth of its activities. The Board intends to maintain reserves at a level that adequately meets the organization's operational requirements. Regular assessments of the reserves are conducted to ensure they align with the ongoing obligations of the charity.

Remuneration of Executives

The annual remuneration of the 3 highest paid staff is classified as follows:

| Remuneration Band (\$) | 2023 No. of Employee | 2022 No. of Employee |
|--------------------------------|----------------------|----------------------|
| Between \$100,001 to \$200,000 | 0 | 0 |
| \$100,000 and below | 3 | 2 |

During the financial year, there was no paid staff who was a close member of the family of the Executive Head or a governing board member of this charity whose remuneration exceeds \$50,000 during the year.

Whistle Blowing Policy

Ambulance Wish (Singapore) Ltd is dedicated to upholding robust corporate governance practices and fostering a culture of openness and transparency. The organisation provides a platform for employees, vendors, clients, and other stakeholders to report any instances of serious misconducts, especially relating to fraud, controls and ethics

Others

Banker: DBS Bank

Auditor: Integra Assurance

Legal Advisory: Aquinas Law Alliance LLP

Governing Instrument: The Constitution of Ambulance Wish (Singapore) Limited

The Charity was incorporated on 24 May 2019 as a Company Limited by guarantee and registered as a charity under the Charities Act (Chapter 37) since 2 March 2020. The Charity has been accorded an Institute of Public Character (IPC) status by the Comptroller of Income Tax since 17 October 2023.

Governance Evaluation Checklist

| S/N | Code guideline | Code ID | Response (select whichever is applicable) |
|-----|--|---------|---|
| | Board Governance | | |
| 1 | Induction and orientation are provided to incoming governing board members upon joining the Board. | 1.1.2 | Complied |
| | Are there governing board members holding staff1 appointments? (skip items 2 and 3 if “No”) | | No |
| 2 | Staff does not chair the Board and does not comprise more than one third of the Board. | 1.1.3 | |
| 3 | There are written job descriptions for the staff’s executive functions and operational duties, which are distinct from the staff’s Board role. | 1.1.5 | |
| 4 | <p>The Treasurer of the charity (or any person holding an equivalent position in the charity, e.g. Finance Committee Chairman or a governing board member responsible for overseeing the finances of the charity) can only serve a maximum of 4 consecutive years.</p> <p>If the charity has not appointed any governing board member to oversee its finances, it will be presumed that the Chairman oversees the finances of the charity.</p> | 1.1.7 | Complied |
| 5 | All governing board members must submit themselves for re-nomination and re-appointment, at least once every 3 years. | 1.1.8 | Complied |
| 6 | There are documented terms of reference for the Board and each of its committees. | 1.2.1 | Complied |
| | Conflict of Interest | | |
| 7 | There are documented procedures for governing board members and staff to declare actual or potential conflicts of interest to the Board at the earliest opportunity. | 2.1 | Complied |
| 8 | Governing board members do not vote or participate in decision making on matters where they have a conflict of interest. | 2.4 | Complied |

| | | | |
|----|--|-------|----------|
| | Strategic Planning | | |
| 9 | The Board periodically reviews and approves the strategic plan for the charity to ensure that the charity's activities are in line with the charity's objectives. | 3.2.2 | Complied |
| | Human Resource and Volunteer2 Management | | |
| 10 | The Board approves documented human resource policies for staff. | 5.1 | Complied |
| 11 | There is a documented Code of Conduct for governing board members, staff and volunteers (where applicable) which is approved by the Board. | 5.3 | Complied |
| 12 | There are processes for regular supervision, appraisal and professional development of staff. | 5.5 | Complied |
| | Financial Management and Internal Controls | | |
| 13 | There is a documented policy to seek the Board's approval for any loans, donations, grants or financial assistance provided by the charity which are not part of the charity's core charitable programmes. | 6.1.1 | Complied |
| 14 | The Board ensures that internal controls for financial matters in key areas are in place with documented procedures. | 6.1.2 | Complied |
| 15 | The Board ensures that reviews on the charity's internal controls, processes, key programmes and events are regularly conducted. | 6.1.3 | Complied |
| 16 | The Board ensures that there is a process to identify, and regularly monitor and review the charity's key risks. | 6.1.4 | Complied |
| 17 | The Board approves an annual budget for the charity's plans and regularly monitors the charity's expenditure. | 6.2.1 | Complied |
| | Does the charity invest its reserves (e.g. in fixed deposits)? (skip item 18 if "No") | | No |
| 18 | The charity has a documented investment policy approved by the Board. | 6.4.3 | |
| | Fundraising Practices | | |
| | Did the charity receive cash donations (solicited or unsolicited) during the financial year? (skip item 19 if "No") | | Yes |
| 19 | All collections received (solicited or unsolicited) are properly accounted for and promptly deposited by the charity. | 7.2.2 | Complied |
| | Did the charity receive donations in kind during the financial year? (skip item 20 if "No") | | Yes |
| 20 | All donations in kind received are properly recorded and accounted for by the charity. | 7.2.3 | Complied |

| Disclosure and Transparency | | | |
|------------------------------------|--|-----|----------|
| 21 | The charity discloses in its annual report — (a) the number of Board meetings in the financial year; and (b) the attendance of every governing board member at those meetings. | 8.2 | Complied |
| | Are governing board members remunerated for their services to the Board? (skip items 22 and 23 if “No”) | | No |
| 22 | No governing board member is involved in setting his own remuneration. | 2.2 | |
| 23 | The charity discloses the exact remuneration and benefits received by each governing board member in its annual report. OR The charity discloses that no governing board member is remunerated. | 8.3 | |
| | Does the charity employ paid staff? (skip items 24 and 25 if “No”) | | Yes |
| 24 | No staff is involved in setting his own remuneration. | 2.2 | Complied |
| 25 | The charity discloses in its annual report — (a) the total annual remuneration for each of its 3 highest paid staff who each has received remuneration (including remuneration received from the charity’s subsidiaries) exceeding \$100,000 during the financial year; and (b) whether any of the 3 highest paid staff also serves as a governing board member of the charity. The information relating to the remuneration of the staff must be presented in bands of \$100,000. OR The charity discloses that none of its paid staff receives more than \$100,000 each in annual remuneration. | 8.4 | Complied |

Notes:

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

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

Looking Forward

AWS is committed to growing a caring community that honours life's journey by transforming final wishes into lasting moments of joy, connection and dignity.

In the year ahead, we will continue to ramp up our outreach efforts to support terminally ill patients with their final wishes. We aim to fulfil 100 wishes in FY2024. We are also on track in achieving our staffing goals with the recruitment of the Executive Director and one Programme & Services staff. We will continue to engage our valued volunteers and partners as we work together to further this meaningful mission.

Ways to Support Us

Everyone can help terminally ill patients fulfil their most heartfelt wish, giving them one last hurrah through this simple but meaningful act of wish granting.

Regardless of patient diagnosis and background, fulfilling their final wishes brings the patient and families comfort and closure. That is what we want to achieve – improve the quality and enjoyment of life for those in their final days.

Your contribution means we have the funds and opportunities to continue reaching out to these patients.

Donate

Your generous contribution will help us reach more patients in our community, to make a meaningful difference to them. Scan here to make a donation.



Volunteer

We believe every person can be a force for good and make positive changes with your compassion and commitment to serve. There are many ways you can help, and every bit helps. To volunteer, email us at contact@ambulancewishsingapore.com

Partner Us

The work of Ambulance Wish Singapore is made possible because of the generous contributions from individuals, corporations and others who share our belief that every patient deserves the opportunity to have their wishes fulfilled. Every gift we receive will make a difference in our wish granting work.

We invite you to learn more about the impact that your gift can make and partner with us to further the work of Ambulance Wish Singapore.

Fundraising

Do what you love and make it count! Creating your own fundraiser is fun and easy! We have a slew of ideas for your pick, or simply come up with your own. Whatever you decide, we are here to help every step of the way. For enquiries, email us at contact@ambulancewishsingapore.com

Legacy Giving

We hope you will consider including Ambulance Wish Singapore in your estate or financial plans. By leaving a meaningful legacy, you will not only leave a lasting footprint, your contributions will help the work of Ambulance Wish Singapore continue for years to come. For enquiries, email us at contact@ambulancewishsingapore.com All request for information will remain confidential.



**Ambulance Wish
Singapore**

UEN: 201916704W

**Registered Address:
16 Raffles Quay, #17-03 Hong Leong Building
Singapore 048581**



contact@ambulancewishsingapore.com



Ambulance Wish Singapore